



# REG: SMART CITIES – INCLUSIVE CITIES CAPACITY BUILDING PROGRAM

MODULE 3 REPORT-DECENT WORK AND LIVELIHOOD

NOVEMBER 2022



ASEAN  
AUSTRALIA  
SMART CITIES  
TRUST FUND  
Asian Development Bank



Australian Government  
Department of Foreign Affairs and Trade



The logo for Ramboll, consisting of the word "RAMBOLL" in white capital letters on a blue rectangular background.The logo for The Asia Foundation, featuring a purple circular icon with a white stylized 'A' shape inside, followed by the text "The Asia Foundation" in a dark font.

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# 1 INTRODUCTION



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## 1.1 BACKGROUND AND PROJECT RATIONALE

The Inclusive Cities Dialogues (ICD) project directly contributes to the aim of the ASEAN Australia Smart Cities Trust Fund (AASCTF or “Trust Fund”) to build livable, resilient, and inclusive cities across Southeast Asia, while in the process identifying scalable best practices that can be replicated across cities in Asia and the Pacific. The project provides a platform for an open discussion on the challenges and opportunities to plan and implement more inclusive cities through a series of regional dialogues with key city actors pursuing reform or with decision-making roles. These dialogues bring together a diverse range of stakeholders from the “bronze,” “silver,” and “gold” level cities of AASCTF to exchange knowledge and experiences on the dynamics of exclusion to build consensus and incentivize actionable and participative reforms to strengthen inclusion on salient urban issues.

At its core, the ICD project seeks to embed a gender equality and social inclusion (GESI) lens in the way cities are designed and governed, and thereby to improve responsiveness, accessibility, and quality of urban governance to effectively address and meet the needs of women, people with disabilities, children, older persons, and members of other marginalized groups. GESI is a crosscutting focus of the Trust Fund, and is informed by the priorities of the Australian Government and the Asian Development Bank (ADB), who funds and manages AASCTF, respectively. The ICD project is a tangible manifestation of the AASCTF GESI Strategy, which seeks to mainstream GESI principles and outcomes through embedding in systems and processes and direct interventions in smart city pilots.

Through the dialogues, the project focuses on the intersection between smart and inclusive as part of seeking solutions to some of the key challenges of inclusion. By “smart,” the AASCTF team means the ways in which urban living is being improved through innovations in technology, design, planning, and policy. By “inclusive”, we mean the ways in which urban living is being improved through greater access to opportunities, services, and resources for all citizens, but in particular, the marginalized and disadvantaged.

The ICD project has been designed to ensure early and continuous engagement with stakeholders throughout the project period. The project began with a stakeholder and issues mapping analysis. Based on this, the ICD team identified three issues that were seen as salient by a diverse set of actors within each city and across the various cities.

Each multi-stakeholder dialogue focuses on one of these issues, namely:

- Module 1: Access to Infrastructure and Services
- Module 2: Urban Safety and Security
- Module 3: Access to Decent Work and Livelihood

In line with the project’s strategic approach of having local ownership, political feasibility, and an inclusive process, the multi-stakeholder sessions have been framed from the perspective of disadvantaged groups and are intended to enable peer learning among city-level and national stakeholders.

In order to maximize engagement, participants have been divided into three cohorts. The first two cohorts comprise of city-level actors from government and non-governmental organizations, while the third cohort comprises of national and regional level actors. Each cohort attended a total of three dialogues, each focused on one significant inclusion issue. Table 1 summarizes the key activities under the ICD project:

**Table 1: ICD Activities**

No.	Key Activities	Timeline
I.	Stakeholder and issues mapping	October to November 2022
II.	Multi-stakeholder dialogues	Module 1: Access to Infrastructure and Services
		Module 2: Urban Safety and Security
		Module 3: Access to Decent Work and Livelihood
III.	Inclusive Cities event	26 October 2022
IV.	E-learning course	October–January 2023

## 1.2 MODULE 3 OVERVIEW

Access to decent work means individuals are able to access and avail of livelihood opportunities that are productive, meaningful, and provide a living wage. It entails ensuring workers and small business owners work in a safe and hazard free environment, can expect a base level of income security at a livable rate, and have safety nets in the form of social protection or insurance to fall back on during periods of disruption or emergencies. More importantly, access to decent work means workers have the freedom to voice their concerns, organize to ensure equitable opportunity and treatment, and participate in decisions that impact the quality of their lives and livelihood.<sup>1</sup>

While cities offer the potential for many to earn higher wages and access better opportunities, there are stark inequalities across groups, sectors, and individuals in being able to access decent work.

The third and final module of the Inclusive Cities Dialogues aims to gather various stakeholders to discuss how to ensure equitable access to decent work across Southeast Asian cities, particularly as the region works toward a post-pandemic recovery.

A total of three dialogues were facilitated on the issue of decent work and livelihood. Each dialogue highlighted three ongoing initiatives across the participating AASCTF cities to improve decent work and livelihood, particularly for women and people with disability, with some of the initiatives focusing on tackling the impacts of COVID-19.

**Table 2: Delivery Dates per Module 3 Cohort**

No.	Cohort	Date of Delivery
1	Module 3 – Cohort A	14 July 2022
2	Module 3 – Cohort B	21 July 2022
3	Module 3 – Cohort C	28 July 2022

## 1.3 REPORT STRUCTURE

This report is divided into three sections, starting with a brief description of the dialogues hosted under Module 3. This includes details on speakers and participants, a summary of key discussion points, and participant feedback. The report concludes with a section on key learnings and next steps.

<sup>1</sup>“Decent Work,” International Labour Organization, accessed July 1, 2022, <https://www.ilo.org/global/topics/decent-work/lang--en/index.htm>

## 2 MODULE 3: ACCESS TO DECENT WORK AND LIVELIHOOD



Photo: Adobe Stock

### 2.1 PROGRAM

The multi-stakeholder dialogues on Access to Decent Work and Livelihood were structured similarly to the previous modules on Access to Infrastructure and Services, and Urban Safety and Security, with each dialogue consisting of three sessions in line with three dialogue objectives:

**Session 1 objective:** *To deepen understanding on inequalities in access to decent work and livelihoods in ASEAN cities, and the impact of the pandemic in deepening inequalities.*

**Session 2 objective:** *To learn from ongoing efforts across ASEAN cities to address exclusion and marginalization in urban environments.*

**Session 3 objective:** *To conduct small group discussions on opportunities for reform and potential action to strengthen decent work and livelihood in the trust fund cities.*

### 2.2 PARTICIPANT BACKGROUND

Module 3 was attended by a total of 109 participants from 15 trust fund cities. Similar to the previous modules, participants were divided into three cohorts. The first two cohorts (A and B) included city-based actors, while the third cohort (C) was comprised of national and regional actors responsible for or working on decent work and livelihood.

#### Cohort A

A total of 31 participants attended the first cohort from the following cities:

- Coron (Philippines)
- Semarang (Indonesia)
- Kayson City (Lao People's Democratic Republic or Lao PDR)
- Phnom Penh (Cambodia)
- Hue (Viet Nam)

#### Cohort B

A total of 43 participants attended the second cohort from the following cities:

- Baguio (Philippines)
- Davao (Philippines)
- Battambang (Cambodia)
- Luang Prabang (Lao PDR)
- Pakse (Lao PDR)
- Makassar (Indonesia)
- Chonburi (Thailand)
- Penang (Malaysia)

#### Cohort C

A total of 35 participants attended the third cohort from national governments.

## 2.3 OVERVIEW OF SPEAKERS

For each module, the project team invited three participants or “sharers” from participating cities to provide their insights and reflections on:

- what they viewed as the biggest challenge when it comes to ensuring that all city residents have access to decent work and livelihoods,
- efforts and approaches to improve access to decent work and livelihoods, with respect to specific disadvantaged groups or sectors in their city, and
- ongoing programs or policies that have produced results and could be scaled further.

**Table 3: Overview of Speakers**

Cohort	Name	Title, Affiliation	Country	Title of Presentation
A	Ms. Susan Lualhati	Manager, El Nido Women's Cooperative	Philippines	El Nido Women Multi-Purpose Cooperative
	Mr. Ishak Salim	Co-founder, Perdik	Indonesia	Indonesian Disability Movement for Equality
	Ms. Kou Sina	Urban Poor Women Development, Phnom Penh	Cambodia	Urban Poor Women Development
B	Mr. Leang Veasna	Deputy Governor, Battambang City	Cambodia	Initiatives on Decent Work Opportunities in Battambang
	Ms. Rosniaty Aziz	Director, YASMID	Indonesia	Business Opportunities for Women and PWDs Post-COVID-19
	Datin Shahdee Dato' Ahmad	Director, Northern Corridor Implementation Authority	Malaysia	Northern Corridor Economic Region
C	Ms. Ouch Cheachanmolika	Deputy Director General, National Employment Agency	Cambodia	Cambodia Public Employment Services
	Mr. Phoukhong Sonevongxay	SME Services Center	Lao PDR	SME Service Center
	Dr. Anwar Sanusi	Secretary General, Manpower Ministry	Indonesia	Challenges and Policies – Employment Indonesia

Presentations discussed ongoing efforts and research related to impacts of COVID-19 within the Philippines, Indonesia, Cambodia, and Lao PDR. Dr. Anwar Sanusi, Secretary General of the Ministry of Manpower in Indonesia shared the various policies and challenges faced on digitization of capabilities.

## 2.4 SUMMARY OF DIALOGUE SESSIONS

Each Session 1 of the dialogues started with an animated video developed by The Asia Foundation to showcase why do challenges of Decent work and Livelihood persist and explored the systemic and structural issues underlying it.

It was followed by plenary discussions, prompts were provided that allowed the participants and the speakers to share their experiences and specific challenges concerning decent work and livelihood. Participants were invited to share their observations on why the issue still persists in their cities. A participant from Indonesia pointed out that the government has held public consultations on the issue but it has mostly been one-way conversations. The government would share the programs they have decided to roll out rather than taking the views of the public first, which eventually resulted in reduced effectiveness.

Another participant from the Philippines mentioned that, in addition to the need for education for marginalized communities, people with disabilities experience stigma in employment, such that they are seen as not capable for certain jobs. Access to assistive technologies is also limited for people with disabilities in the same way the inaccessibility of transportation hinders them from being productive.

An Indonesian participant discussed about inclusive education and its accessibility for people with disabilities. Although there are improvements with government introducing mechanisms such as disability units, the units do not have people with disabilities as employees and the perspectives and requirements of people with disabilities are not fully represented.

A participant from the Philippines shared how accessibility of environment comprising of both home and workplace acts as an enablement or deterrent for people with disabilities to go out to work. Lack of assistive technologies was another primary factor in deterring people with disabilities in joining the workforce. He spoke about improvement in synergy between training institutions and job market as a way to encourage people with disabilities participation in the workforce.

The lack of adequate social protection and how this impacts the informal job sector were also raised by some participants across the three dialogues.

In Session 2, there were speakers with various backgrounds sharing their experiences working on the decent work and livelihood issue. The Secretary General of the Manpower Ministry of Indonesia shared the initiatives that the ministry is doing to overcome challenges in creating inclusive employment opportunities in the country. A speaker from Malaysia talked about how the Northern Corridor Implementation Authority has been using a three-pronged approach in Penang to mitigate the issue, namely: empower human capital and community, implement key strategic projects, and facilitate private sector investment.

In Session 3, participants were encouraged to discuss the potential activities that could be implemented or scaled up going forward to help improve access to decent work and livelihood in their cities. Participants from Cambodia raised that there are limited spaces in the market for women-led businesses, and they have limited knowledge on policy, laws, and protocols. It was suggested that the government should build capacity and networks so that the marginalized communities are connected to urban markets.

### 2.4.1 KEY COUNTRY-BASED DISCUSSION POINTS

In the third session of the dialogues for Cohorts A and B, participants were placed in country-focused breakout groups, where they were asked to collectively reflect on and respond to two questions:

1. From your perspective, what are the biggest barriers to decent work and livelihood in your country?
2. Are there any examples of good practice in your city/country that you feel can be scaled up nationally or regionally?

The following figures represents a sample of country-based discussions from cohort B.

Figure 1: Indonesia Group Discussion in Cohort B



Figure 2: Malaysia Group Discussion in Cohort B



Table 4: Highlights of Country-based Discussions

Country	From your perspective, what are the biggest barriers to decent work and livelihood in your country?	Are there any examples of good practice in your city/ country that you feel can be scaled up nationally or regionally?
Cambodia	<ul style="list-style-type: none"> <li>Lack of market access for women</li> <li>Low awareness among public on government laws and grievance redressal mechanisms</li> <li>Space for urban poor to start a business or find job opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Promote market access by creating marketing space (physical and online, e.g., on social media) for female micro business owners to sell their products</li> <li>Support to street vendors</li> <li>Need for better data on needs and challenges of urban workers</li> <li>Efforts to raise awareness on social media</li> <li>Facilitate networking and connections among micro-business owners across Phnom Penh market space</li> <li>Conduct study every year to learn about updates on job opportunity and market participation of urban population</li> </ul>
Philippines	<ul style="list-style-type: none"> <li>Access to capital</li> <li>Market linkages</li> <li>Coaching and mentorship</li> <li>Better enforcement of existing policies</li> <li>Reform hiring policies to hire locals</li> <li>Diversification of sectors in order to promote more sustainable livelihood opportunities</li> </ul>	<ul style="list-style-type: none"> <li>Emphasis on value chain formation</li> <li>Supporting entrepreneurial leadership</li> <li>Government providing academic scholarship to help children from marginalized communities</li> </ul>

Country	From your perspective, what are the biggest barriers to decent work and livelihood in your country?	Are there any examples of good practice in your city/ country that you feel can be scaled up nationally or regionally?
Malaysia	<ul style="list-style-type: none"> <li>Growing aging population in Penang</li> </ul>	<ul style="list-style-type: none"> <li>Penang government is planning to develop a policy on aging population</li> </ul>
Thailand	<ul style="list-style-type: none"> <li>Major infrastructure in cities can impact locals</li> </ul>	<ul style="list-style-type: none"> <li>Collaboration horizontally and vertically</li> </ul>
Indonesia	<ul style="list-style-type: none"> <li>Accessibility to and in workplace for people with disability</li> <li>Limited education services (i.e., schools are not all inclusive)</li> <li>No comprehensive database</li> <li>Lack of networking</li> <li>Lack of capability (both formal and informal education for marginalized communities)</li> <li>Social stigma on women and people with disability (the parents tend to send their male children to school than female children)</li> </ul>	<ul style="list-style-type: none"> <li>Ministry of Women Empowerment and Child Protection provides information and capacity building for women groups in running a business and how to use IT for business</li> <li>Open access to information of credit, job opportunities, capacity building, etc.</li> </ul>
Lao PDR	<ul style="list-style-type: none"> <li>COVID-19 changed the nature of some works</li> <li>Tourism sector is most impacted in Luang Prabang</li> <li>Still in need of specific policies to help small and medium enterprises (SMEs)</li> </ul>	<ul style="list-style-type: none"> <li>Kaysone City has trainings so that people can improve their capacity and explore other job opportunities</li> <li>Luang Prabang City developed QR codes to support business collaboration with the Vietnamese government to help the SMEs</li> <li>Coordination of the private sector and the government</li> </ul>

## 2.5 COMMUNICATIONS AND ONLINE ENGAGEMENT

Marketing and outreach for Module 3 applied a similar approach based on the previous two modules, wherein communications were done through the social media channels of AASCTF and via direct messages of the project’s national focal points to their respective city stakeholders or network. For social media, comprised of the AASCTF accounts in Twitter, LinkedIn, and Facebook, specially made graphics were developed, such as a photo carousel introducing the issue of decent work and livelihood, and speaker cards for the last two dialogues to showcase the respective speakers. The photo carousel takes after the key points covered in the video produced for the module.

During each dialogue, live tweeting was conducted to capture insightful messages and highlights, whether from the presenters, participants, or moderator. When available, people and/or organizations noted in tweets are tagged to encourage retweets and likes to increase engagement. The tweet threads from each dialogue are listed below:

**Cohort A:** <https://bit.ly/ICD-M3CAtweets>

**Cohort B:** <https://bit.ly/ICD-M3CBtweets>

**Cohort C:** <https://bit.ly/ICD-M3CCtweets>

These Twitter threads were also shared in Facebook, LinkedIn, and in the private Facebook group for ICD participants. Lastly, to wrap up the module and the Inclusive Cities Dialogues, a post featuring participants of the last dialogue was shared online a week after the event.

Figure 3: Images for the Decent Work and Livelihood Photo Carousel



Figure 4: Social Media Speaker Card for Module 3 Cohort



Figure 5: Post-Event Social Media Feature



## 2.6 SUMMARY OF POST-MODULE FEEDBACK

Post-Module Feedback for Module 3 incorporated translations of the feedback in other languages as well. Additionally in this module, the team tried to gain assessment of participants enthusiasm and contribution to work on the issue of decent work and livelihood in their respective cities. Responses ranged from sharing good practices from the dialogues and continuing dialogues with stakeholders on the issue, implementation of shared ideas in projects they are responsible for and in drafting policies and programs.

Facilitation plan developed after Module 2 was followed through which included introducing the link and QR code to access the survey form during the breakout room discussions, along with sharing the link mid-discussion (chat function, prompt from facilitator). Furthermore, post-sessions emails and reminders through phone (WhatsApp, Viber, Line) were also sent to participants to receive their feedback.

There were 3, 5, and 6 responses for Cohort A, B, and C respectively. About 55% agreed that their knowledge base on decent work and livelihood in their cities had improved and 50% agreed that their work and practices including contributions to the project will change due to knowledge gained from the dialogue sessions.



Photo: Adobe Stock

# 3 CONCLUSION



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## 3.1. KEY LEARNINGS

A learning session was conducted with the project team so that the whole series of Inclusive Cities Dialogues were reflected on. The following points are based on the insights and observations mentioned during the session:

1. Participants are from diverse backgrounds with different experiences in terms of inclusive efforts. Therefore, their level of interest varies depending on the focus issue for each module, resulting in a fluctuation in attendance. For example, a participant who focuses on preventing domestic violence will be more inclined to attend Module 2 on Urban Safety and Security, but not so much on Module 3 on Decent Work and Livelihood.
2. Since the countries and the cities have started opening up following the height of the COVID-19 pandemic, many participants are back in office where they have to attend in-person meetings in addition to their daily tasks. As a result, it has become harder to compete with participants' original obligations and influence them to commit to an online conversation.
3. There is a lack of incentive in terms of what happens after the dialogues. The dialogues only facilitate networking and learning opportunity but not on potential projects that could be born out of these conversations. This impacts the dialogues in terms of the priorities valued by the participants.

## 3.2. NEXT STEPS

At the time of writing, the ICD team is preparing for the conduct of the final Inclusive Cities Event (ICE) which will be held virtually on 26 October 2022.

The ICE event will also see a launch of the e-learning course on inclusive cities which will consolidate the discussions of all three modules across all three cohorts and provide a deeper dive into smart inclusive cities. The e-learning course will be hosted on the ADB eLearn website.

# APPENDIX A | MODULE 3 - ILLUSTRATIVE AGENDA



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Time	Session (Cohort A)
5 mins	Welcome
20 mins	Session 1: To deepen understanding on inequalities in access to decent work and livelihoods in ASEAN cities, and the impact of the pandemic in deepening inequalities <ul style="list-style-type: none"> <li>• Video from The Asia Foundation on framing the issue of Decent Work and Livelihood</li> <li>• Plenary discussion</li> </ul>
40 mins	Session 2: To learn from on-going efforts across ASEAN cities to address exclusion and marginalization. exclusions in urban environments <ul style="list-style-type: none"> <li>• Panel discussion with speakers from participating cities who are working on improving equitable access to decent work and livelihoods among city residents.               <ul style="list-style-type: none"> <li>• Ms. Susan Lualhati, Manager of El Nido Women's Cooperative, Philippine</li> <li>• Mr. Ishak Salim, Co-founder of Perdik, Indonesia</li> <li>• Ms. Kou Sina, Urban Poor Women Development (UPWD), Phnom Penh, Cambodia</li> </ul> </li> </ul>
5 mins	Break
40 mins	Session 3: Small group discussions on opportunities for reform and potential action to strengthen decent work and livelihood in the trust fund cities <ul style="list-style-type: none"> <li>• Country-level small group discussions</li> </ul>
10 mins	<ul style="list-style-type: none"> <li>• Report back</li> <li>• Closing multi-stakeholder dialogues</li> </ul>

# APPENDIX B | SPEAKER PRESENTATIONS



Photo: Adobe Stock

Ms. Susan M. Lualhati, Manager, El Nido Women Multi-Purpose Cooperative, El Nido, Philippines

## EL NIDO WOMEN Multi-Purpose COOPERATIVE

Reg. No 9520 04009854

- Organized and registered to Cooperative Development Authority on February 14, 2003 with only 20 members.
- Operating in 19 years and counting
- Re- Registration No. 9520 04009854
- Registered member 134 members
- Total Assets 3.3M as of Dec 2021



### Services and Products

1. Canteen
2. Catering Services
3. Cashew Processing
4. Handicraft
5. Micro Finance



### Canteen

Before tourism is not on high demand in El Nido, we started the Canteen to cater the workers and employee in El Nido town, As a love of mothers, we cook and full their stomach every day for four (4) years

### Handicraft

As a high demand of local handicraft in Island Resort, We help to build a livelihood Program in the local barangay and also of El Nido to create local handicraft like (Buri bags and Buri Slippers)

### Catering Services

As time goes by, many people are getting interested in El Nido, Many events has been placed to. So we thought to create a catering services from 2014 to present.



Finished - 2018  
When El Nido is getting popular, we built our own processing building to create our own signature brand of Cashew to boost production.

### Micro Financing

- In 2017, we open Micro - Finance to our members and let them loan the 70% of their share capital
- When Pandemic Strike, we increase the loaning percentage depending on their needs.

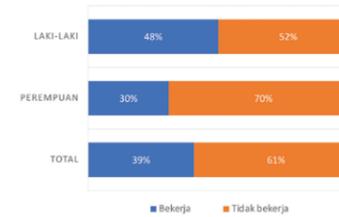
**SUSAN M. LUALHATI**  
El Nido Women Multi - Purpose  
Cooperative  
Manager



3

### Respondents Employment Profile

The Labor Force Participation Rate of Respondents is very low, especially women with disability

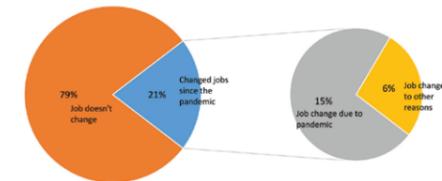


Compared to national labor force participation = 68%(Sakernas Feb 2021)

n= 1.323 (responden 16+ thn keatas)

### Changes in Employment Due to the Pandemic

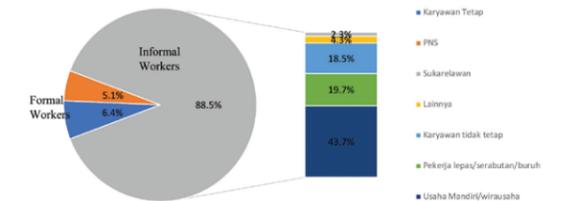
- 21% of workers have experienced job changes since March 2020, mostly due to the direct impact of the COVID-19 crisis
- Informal workers are more affected. For example: 22% of casual workers change jobs, compared to 7 percent of permanent employees who change jobs



\* Changes due to the pandemic: Due to layoffs, own business went bankrupt, company went bankrupt, laid off, left due to changes in wages and or working hours during the pandemic

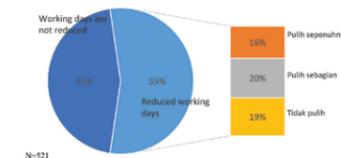
### Respondents Employment Profile

Among working respondents, most (88.5 percent) work in the informal sector



### Change in the number of working days

More than half (55 percent) of workers experienced a reduction in working days during the pandemic



\* Experience reduced workdays if the number of working days per week is lower in at least one period compared to before the pandemic.  
Compared period:  
• Before the pandemic (before March 2020)  
• March – June 2020  
• July – December 2020  
• January – March 2021

Dr. Ishak Salim, Co-Founder of Perdik Foundation, Semarang, Indonesia

## Dr. Ishak Salim, MA

A Co-founder of PerDIK Foundation  
FORMASI Disabilitas (Community Forum for Monitoring Indonesia's Disability Inclusion)  
Jaringan DPO Respon Covid Inklusif (DPOs Network for Inclusive Covid Response Sekolah Gradiasi (Difabel Activist Education)

### Opening

Strengthened the Disability Movement in Indonesia: The rapid growth of disability organizations in the regions: development of a network of disability organizations.

Strengthened coordination between DPOs and the Government both at the regional and central levels.

Currently available National Commission for Disabilities (KND)

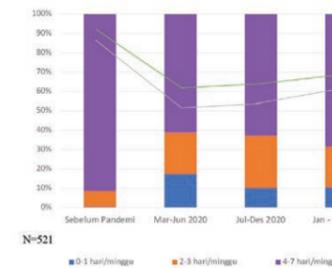
The government already has an RIPD (Master Plan for Persons with Disabilities), RAN-PD (National Action Plan for Persons with Disabilities), and is currently encouraging the provincial government to draw up RAD-PD (Regional Action Plans for Persons with Disabilities).

### Findings of the Second Phase Survey on the Covid Pandemic Impact on PWD

KIE dan Perubahan Perilaku	Dampak Diri/Sosial	Dampak Ekonomi/Pekerjaan	Dampak Pendidikan	Kondisi Kesehatan	Kontribusi dan Resiliensi
Pengetahuan Mengenal Covid-19	Dampak pada perasaan/perilaku/ sikap	Partisipasi dan Kesempatan Kerja	Kemampuan Penyiapan Pendidikan	Dampak Kesehatan Diri	Kemampuan Berkontribusi
Perilaku Responden	Konsultasi kesulitan yang dialami responden	Perubahan Lapangan Pekerjaan selama Pandemi	Akses Terhadap Pendamping Belajar	Disabilitas dengan Penyakit Menahun	Karakteristik Persepsi Kontribusi
	Dampak Sosial	Merangsangnya Pendapatan	Motivasi Mengikuti Pembelajaran Online	Akses Tes Covid-19, Layanan Kesehatan dan Obat	Renik-Nematik Kontribusi
			Dampak Terhadap Motivasi Belajar	Layanan Rehabilitasi Medis dan Ases Alat Bantu	

Issues and Challenges on Employment Opportunity for PWD during and after the pandemic

### Change in the number of working days

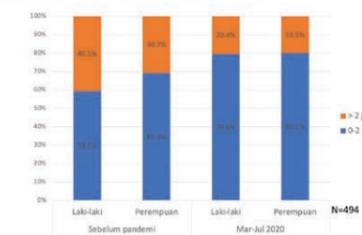


- The most significant decrease in work activity in the period March-June 2020
- Full-time employment fell significantly from 92% before the pandemic to 61% in the March-June 2020 period
- Many full-time workers are turning to part-time workers
- 13% of respondents had lost their job (working 0 days per week)
- The decline in the employment of women and men by almost the same. However, since before the pandemic more men worked full time

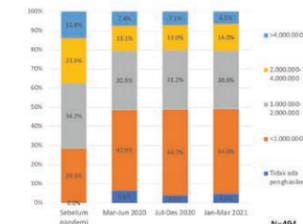
N=521  
Male Respondents who work full time (4-7 days/week)  
Male Respondents who work full time (1-3 days/week)

### Income Change

The impact was felt more by male workers, but because women's incomes were lower since before the pandemic, after the pandemic remained lower.



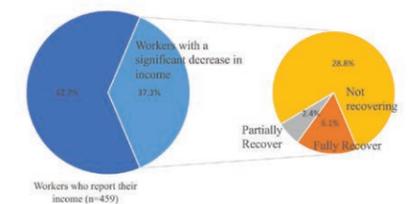
### Income Change



- 37.3 percent of workers experienced a significant decrease in income,
- The impact is greater for informal workers (40%) than for formal workers (19%)
- Before the pandemic, most of the respondent workers earned 1-2 million, after the pandemic most of them earned below 1 million

### Income Change

- The decline in revenue mostly continued until March 2021. Only 16.4% had fully recovered and 6.4% had partially recovered



## Results of Monitoring of FORMASI Disabilitas in the Employment Sector: 4 Main Problems

### Firstly

- Rules that have not been harmonized from the central to the regional levels; discrepancy between the positions of employees opened with the situation of graduates and the potential for persons with disabilities; until the absence of data that consistently shows the fulfillment of the quota causes its own difficulties in showing the progress of its implementation.

### Secondly

- Accessibility and proper accommodation in organizing the recruitment and selection process are also still very perceived obstacles. In organizing the 2019 selection, especially those who register in general formations. Ideally, for every applicant with a disability, both those who take part in the selection in special formations and general formations, get the same assessment and provision of accessibility to ensure fair selection results.

### Thirdly

- Special formations have the potential to be a cause of discrimination. A number of cases that occurred during 2016 to 2021 show that the existence of special formations is actually understood as the specialization of persons with disabilities to only register in the provided formations. As a result, discrimination occurs due to the view that persons with disabilities cannot register or work outside the special formations that have been established. The special formation is an affirmation to accelerate the achievement of quotas according to the law.

### Fourthly

- Discriminatory attitudes or injustice in the work environment. A number of forms of injustice are often experienced by workers with disabilities. The difference in wages, access facilities and work aids that are not available, to the lack of understanding that causes unfair and friendly behavior for workers with disabilities are often encountered and raised in this report.

### Based on the problems above, here are some recommendations for the employment sector:



### Disability Organizing, Policy Advocacy, and Collaborative monitoring of the fulfillment of the rights of PwD



## Ms. Kou Sina, Urban Poor Women Development, Cambodia



## Urban Poor Women Development (UPWD)

Ms. Kou Sina  
Program Manager  
[sina@upwd.org](mailto:sina@upwd.org)

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PO Box: 1057 Phnom Penh  
CCC mail box: 463  
Email: [info@upwd.org](mailto:info@upwd.org)  
Website: [www.upwd.org](http://www.upwd.org)

### I. Background of Urban Poor Women Development (UPWD)

Urban Poor Women Development (UPWD) was established in 1997 (and formally registered in 1998) as a local non-governmental, non-profit and non-political organization, working with urban women groups to develop their capacity, empower them to address their issues, and to secure their rights and livelihoods. During the course of its actions, UPWD supported to establish local structure called People Organization for Community Development (POCD) and developed their capacity overtime to take ownership in addressing community's problems in a sustainable manner.

### II. What is the biggest issue of urban women when it comes to decent work and livelihoods?

- Lack of appropriate knowledge and skills as a result of limited education services are issues facing women.
- Most of them are only able to engage in informal economy activities.
- Such kind of jobs enable them to earn only between 20,000 riels [about US\$5] to 30,000 riels [about US\$7.00] a day.
- Most of their income (55%) are spent for food and utilities as there are no vital natural resources that they can depend on for their livelihood

### III. Project

#### 1. Women's empowerment for livelihood restoration after Covid19 of the urban poor community in Cambodia.



**IV. On-going programs that can produce results and could be scaled up in the future**

- Organize community and capacity development to women for business planning,
- Create Self Help Group (SHG) for revolving fund
- Workshop with stakeholders on how to access loan with low interest
- Support vocational skill training and capital for members.

- Support community for Self Help Group (SHG) 170 families.
- Coaching mentoring women on business planning (170 families)



- Support community engagement on commune investment plan (CIP)
- Support community for monthly, quarterly, semester meeting and annual reflection.
- Exchange learning on small business and
- Writing case study and lessons learned



Income before 170 families		Present 170 families		Reason
66families	100\$-200\$	98families	100\$-200\$	Lost job, Covid-19, garment factory close and provide 50% of salary, some shop, market, club were closed.
76families	250\$-500\$	55families	250\$-500\$	
23 families	500\$-750\$	15families	500\$-750\$	
5 families	750\$-1,000\$	2families	750\$-1000\$	

Target areas



**Activity**

- Contribute to strengthened social protection, economic recovery and COVID-19 adaptation of urban poor communities in 35 communities.



- Provide Capacity to women on small business management to 350 families in 35 communities (in 2022).
- Support community for vocational skills (started in 2020).



No	Community	Year Engaged	House	Family	Village	Commune	District
1	Chamnon	2005	197	219	Deomheng 2	Chba ompeu 2	
2	Phalandet	2005	85	74	Deomheng		
3	Yuekbov	2010	82	83	Suyranch		Masochey
4	Koypalloy	2013	52	66	Kde caloy	Waidin	
5	Roneayon	2004	109	130	Roneayon	Worh	
6	Sreykrakhorleam 12	2004	53	57	Throulthum	Bong Tumpun	
7	Tumub #1	1998	44	54	Tumub		
8	Phnom Peth Thmey	1998	38	58		Phnom Peth Thmey	Sereuk
9	Kabokor	2005	89	66	Chves		
10	Kaepi	2013	154	139	Tropongroy		
11	Chhaku	1987	14	64			
12	Kholo	1987	37	37	Kholo	Klomet bek 6	
13	Sreypongroing	2013	22	22	Speantop		
14	Bonyntzaphoe	2008	96	90			Reuey Fou
15	Bonyntzaphoe	2010	92	91	Mittaphoe		
16	Bonyntzaphoe	2011	93	88		Reuey Fou	
17	Sreykrakhorleam	2009	80	80	Klongung		
18	Ruon Mit	2012	40	51	Mittaphoe		Tulok
19	Baku Aghment	2013	98	136	Baku	Dongho	Tulok
20	Phom 17	2016	80	134	Tumub Tok	Bong Saling	Tulok

**Supporters:**



Visibility: Facebook Page : [www.facebook.com/Urban-Poor-Women-Developmnet-UPWD-159646896393701/](http://www.facebook.com/Urban-Poor-Women-Developmnet-UPWD-159646896393701/)

### STRUCTURE OF LIMBAN POOR WOMEN DEVELOPMENT ORGANIZATION

### Achievements so far

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Ms. Rosniaty Aziz, Director, YASMID

## BUSINESS OPPORTUNITIES FOR WOMEN AND PWDs POST COVID-19

ROSNIATY AZIZ  
YASMID SULAWESI

### MICRO AND SMALL BUSINESSES IN SOUTH SULAWESI

(Profile of South Sulawesi Province's SME Industry, 2020)

NUMBER OF MICRO AND SMALL BUSINESSES: 126,489 BUSINESSES

Category	Count	Percentage
Unaffected by the COVID Pandemic	26,717	21%
Affected by the COVID Pandemic	99,772	79%

The number of workers in micro and small businesses is 264,745 people and consists of:

- Women = 128,518 (48%) people
- Men = 136,227 (52%) people

### WOMEN-OWNED BUSINESSES

- The Covid-19 pandemic has had a negative impact on MSMEs, especially Women MSMEs.

**Impact felt:**

- Significantly lower turnover.
- Reduced income for a number of employees (reduced working hours).
- In the worst cases, a number of employees lost their jobs due to the cessation of the businesses they were managing.

The use of technology can maintain business continuity in the midst of the COVID-19 pandemic and minimize turnover losses. However, only a small number of Women MSMEs possess technological literacy.

Women MSMEs haven't received adequate assistance from the government, the private sector nor from civil society organizations. Even the provisions of access to capital for Women MSME groups from formal financial institutions are still minimal.

Source : Impact of COVID 19 on Women MSMEs, PRAKARSA, August 2020

### ECONOMIC EFFORTS FOR PEOPLE WITH DISABILITIES

- People with disabilities, especially those who work in the informal sector, is a group that's severely affected economically during the pandemic.

The proportion of workers with disabilities working in the informal sector is 88%, those of which on average are at a lower level of education.

People with disabilities have a vulnerable level of resilience economically, only a small proportion of them have shown the ability to regain their working time and income back to the amount they were pre-pandemic.

Source : Second Survey Report on the Impact of the Covid-19 Pandemic on People with Disabilities, Inclusive Covid Response DPO Network, 2021

## POLICIES FOR ECONOMIC RECOVERY POST COVID-19 PANDEMIC IN MAKASSAR CITY AND A PROVINCE IN SOUTH SULAWESI

Technically, the Makassar City Government made a breakthrough by creating 5,000 alley start-ups, 5,000 tourist alleys, and an incubator centre (RAD for People with Disabilities in Makassar City, requiring 10% of PWDs to be involved)

Out of the Total Regional Expenditures in the 2022 Regional Revenues and Expenditures Budget (APBD), the budget allocation is as follows:

- Around 1.3 Trillion Rupiah (15%) for the Economic Recovery Program
- Around 4 Billion Rupiah (0.04%) for the Job Creation and Absorption Program

## RECOMMENDATIONS

- Provision of disaggregated data on MSME actors
- Collaboration between the government, the business world, and other community groups in facilitating and empowering small business actors, especially women and PWDs
- The government, the private sector and the business community need to open up job opportunities or the potential for job diversification for PWDs, especially in the informal sector.
- The government needs to create an effective program-monitoring and evaluation instrument

# THANK YOU

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Datin Shahdee Ahmad, Director, Human Capital, Northern Corridor Implementation Authority

## INCLUSIVE CITIES DIALOGUE

(Improving Equitable Access To Decent Work And Livelihoods)

By Datin Shahdee Ahmad  
Director, Human Capital  
Northern Corridor Implementation Authority

21 July 2022

### The Northern Corridor Economic Region (NCER)

4 STATES  
NORTHERN CORRIDOR ECONOMIC REGION

Total Land Area: 32,404 km<sup>2</sup>  
Population (2021): 6.74 mil.  
GDP at 2021 (at 2015 constant price): RM229.1 bil.  
Mean Household Income (2021): RM5,477  
Total Employment (2021): 2.79 mil.

Source: DOKN, Analyzed by PwC

### ABOUT NCIA

Northern Corridor Implementation Authority (NCIA) was established under the Northern Corridor Implementation Authority Act 2008 (Act 687) to promote and accelerate the development of the NCER (Perlis, Kedah, Pulau Pinang and Perlis) into a world class economic region, technology hub and a choice destination for investment, work and living.

### KEY FUNCTIONS OF NCIA

- To coordinate the performance of the activities carried out by Government Entities in NCER
- To promote, stimulate, facilitate and enhance the international competitiveness of NCER
- To promote, stimulate, facilitate, coordinate, undertake economic and social development in NCER
- To establish direction, policies and strategies in regional development in NCER

### OBJECTIVES OF NCER

- Accelerate the socioeconomic recovery of rural and outgrowth from COVID-19
- Boost economic potential through strategic projects and high-impact programmes
- Address uneven regional imbalances
- Promote economic growth

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### NCIA's Integrated Operation Model: 3-Pronged Approach

**Key Outcomes**

- Job Creation
- Encourage Entrepreneurship

**Empower Human Capital and Community**

NCER's human capital development programmes would bring about **positive spillover effects** for the community which will promote **high household income, increase high-skilled workers and productivity while reducing unemployment**

**Key Outcomes**

- High Income
- Increase Private Investment

**3-Pronged Strategic Approach**

**Implement Key Strategic Projects**

Development of high-impact projects in the region, e.g. **industrial parks, strategic infrastructure and initiatives to spur R&D in the region** to cater the private sector needs

Supports private investment growth by **providing strategic infrastructure** to enhance connectivity and mobility

Supports strategic infrastructure development via **PPPs**

**Facilitate Private Sector Investment**

Promote and facilitate potential investors to establish their presence in the region, **offering incentives package** for investors to further encourage investments in the region

Supports private investment growth by **providing talent** to service the industry

Creates jobs for talent and **entrepreneurship opportunities**

Infrastructure development **creates jobs** for talent

**Provides talent pool** to fill jobs created

Integration of projects and programmes with collaborative Public-Private Partnership will be essential to the success of achieving the intended outcomes.

3

### Pulau Pinang Urban Poverty Snapshot

**INCOME BRACKET AND BREAKDOWN**

**1 BREAKDOWN OF CATEGORIES**

- Based on the survey findings, 5.6% of B40 households in Pulau Pinang fall under the hardcore poor category, earning less than RM1,169 per month.
- However, the largest component of urban poverty among the households surveyed was the **B10** category, which accounts for 49.6% of B40 households.

**2 HOUSEHOLD CATEGORIES**

- The district containing the most B40 households is **Seberang Perai Utara**, accounting for 27.5% of B40 households surveyed.
- On the other hand, **Barat Daya** contained the least B40 households, accounting for 7.8% of B40 households surveyed.

**3 CHALLENGES IDENTIFIED**

- Low levels of Education and Limited Facilities To Support Online Learning among B40.
- Discontinuation of pandemic aids is expected to worsen the situation.
- Female Unemployment Rate Increased Since They Faced Difficulties In Finding Employment Post-pandemic That Fit With Flexibility And Skill Sets.
- Youth unemployment rate increased post pandemic.
- Graduates opted to find employment 6 months after graduation mostly in informal sector with no sustainable income.
- High No. Of B40 Households Are Employed In The Informal Sector Due To Low Barriers To Entry The Gig Economy Jobs.

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### Pulau Pinang Socioeconomic Recovery Snapshot

**Regional Economic Development Largely Concentrated In Pulau Pinang**

**Mean Household Income (RM), 2020**: 6,850

**Incidence of Poverty, 2020**: 3.3%

**Lowest Unemployment Rate In NCR With Recovery Supported By Growth In Manufacturing Sector (E&E / Medical Devices)**

**UNEMPLOYMENT RATE %**

**Jobs created by NCR initiatives in 2019 - 2021: 50,803**

**Net migration 2019-2020: -1,400**

**Sector And Sub-sector Recovery Post Movement Control Order (MCO)**

**E&E And Medical Device Manufacturing To Drive Sector Growth In 2022**

Manufacturing Investment (RM bil)

- 69% Of Total Manufacturing Investment Between 2021 Was Focused On E&E Manufacturing.
- Global Demand For Medical Devices To Also Drive Sector Growth In 2022.
- RM30 Billion Planned Investment By Intel Corp To Strengthen Local Manufacturing Ecosystem As It Encompasses Sustainable Production Growth, Technology Transfer, And R&D.

**Overall Agriculture Sector Recovery With Further Growth Expected Moving Forward**

Agriculture GDP Growth (%)

- Projected Stable Growth Due To Increasing Local Demand Post-covid-19.
- Aquaculture Recovery Driven By Demand For Frozen Long-life Aquaculture Products.
- Adaptability To Rising Sea-levels And Extreme Weather Conditions Will Secure Long-term Sector Sustainability And Food Security.

**Domestic Tourism Revived Following Resumption Of Interstate Travel**

Total passengers handled by Penang Airports ('000)

- Resumption Of Interstate Travel Has Catalysed The Revival Of The Tourism Sector In The State.
- Despite International Border Closures, The Density And Diversity Of Attractions Such As Archeo- And Agro-tourism Destinations, Coupled With Returnee Arrivals During Festive Seasons Will Support Sector Growth In 2022.

**Recovery In Logistics Sector As Trade Activities Resume**

Pulau pinang port cargo throughput (million tonnes)

- Total Trade Recorded Double Digit Growth In Q2 2021. Penang Port Remains One Of Malaysia's Top Export Channel.
- Greater Efforts Towards Digitalisation To Increase Process Efficiency Expected To Payoff In 2022.

**Jobs created by NCR initiatives in 2019 - 2021: 50,803**

**Net migration 2019-2020: -1,400**

Pulau Pinang unemployment rate remained below NCR and national average throughout 2021, showing consistent employment resilience following economic reopening.

E&E and medical device manufacturing projected to drive growth and migration into the State in 2022.

Pulau Pinang's overall resilience is attributed to E&E and medical device demand as well as its position as a logistics and tourism hub. Targeted innovations required in agricultural sector to ensure sustainable long-term growth.

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### NCER's Sustainable Human Capital Development Value Chain

Focus Area	Addressing Hardcore Poverty	Uplifting B40 Livelihood & Economy	Small & Medium Enterprises As The New Driver Of Growth	Catalysing Talent Development & Reduce Gaps In Industry
Target Group	Hardcore Poor	B40	Entrepreneur/ Small & Medium Enterprises	Unemployed & Retrenched Graduates
Human Capital Programmes	<p><b>1,900 students</b></p> <p><b>empowerNCR</b> Provides Tuition Classes and Personal Dev. Programme</p>	<p><b>1,200 Participants</b></p> <p><b>empowerNCR</b> An upskilling training programme covering both upskilling &amp; entrepreneurship</p> <p><b>1,663 Participants</b></p> <p><b>JomNisca @ NCR</b> Provides opportunity to earn higher income in response to COVID-19</p>	<p><b>1,563 Participants</b></p> <p><b>entrepreneurNCR</b> Assist micro entrepreneurs &amp; SMEs in NCR through financing and guidance</p> <p><b>5 Companies</b></p> <p><b>DU @ NCR</b> A tipping point for Bumiputera Investment and Entrepreneurship</p>	<p><b>2,067 Participants</b></p> <p><b>NTEP @ NCR</b> Addresses unemployed through collaboration with Private Sectors</p> <p><b>4,362 Participants</b></p> <p><b>JomKas @ NCR</b> Addresses unemployed &amp; retrenched graduates in response to COVID-19</p>
Expected Outcome	Move Out From Hardcore Poor Category	<ol style="list-style-type: none"> <li>Income Increase</li> <li>Encourage Entrepreneurship</li> <li>Community Development</li> </ol>	<ol style="list-style-type: none"> <li>High Income</li> <li>Business expansion</li> <li>Job creation</li> </ol>	<ol style="list-style-type: none"> <li>Job Placement</li> <li>Reduce Unemployed Graduates</li> <li>Prepare Talents</li> </ol>

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### NCER Integrated Rakyat-Centric Human Capital Programmes Have Benefited Target Groups Among The Rakyat & Business Community In Pulau Pinang

## 12,760

Total no. participants from 2019 – June 2022 in Pulau Pinang

**3,662**  
B40 Participants (inc. poor & hardcore poor)

**3,730**  
Women Participants

**3,964**  
Unemployed Graduate, Retrenched Worker & School Leavers

**5,822**  
Youth Participants (18-45 y/o)

**ETHNICITY INCLUSIVENESS**

#### HIGHLIGHTS

**1** Addressing Hardcore Poverty

**99.3%** Students Passing Rate Secondary School Exam SPM 2021

Pass Rate/ Percentage Eligible for Certificate  
National = 88.09%  
Pulau Pinang = 86.03%

**2** Uplifting B40 Livelihood & Economy

**RM24.5 mil** (12 Months Cumulative Income)

**RM0.21 mil** (Total Income Before)

**3** Small & Medium Enterprises As The New Driver Of Growth

NCA = **RM1,070,309** RATIO: **1:12**  
BANK = **RM12,578,200**

NON PERFORMING LOAN (NPL) **NIL**

**273** SME **1,280** MICRO

**4** Catalysing Talent Development & Reduce Gap In Industry

**RM24.1bil** Investment Value

**80** LLC/MNC **77,767** JOB CREATION

**empowerNCER**

**MUHAMMAD MIZAL AIMAN SULAIMAN**  
Selling, Retail Store, Pulau Pinang

*"I want to be an 'extraordinary' youth by opening my first store at a young age."*

Now, he has employed 7 full-time employees and hoping to create more job opportunities for the youth. He is also determined to achieve success by opening branches throughout Malaysia.

**BankacaNCER**

**HALIZA INDUSTRIES SDN BHD**  
Retail Store, Pulau Pinang

Let's a entrepreneurial spirit, the spirit between Entrepreneurship and the spirit of innovation, that can be the key to success in the world of business. The key to success is not just the idea, but the execution of the idea. The key to success is not just the idea, but the execution of the idea.

**empowerNCER**

**RIZMIEE TECHNOLOGY ENTERPRISE**  
Selling, Retail Store, Pulau Pinang

*"Funds from the NCB-MAYBANK Entrepreneur Scheme are like a life-buoy that saved my business from sinking due to a pandemic storm."*

Customer demand was declining and the company almost went bankrupt. "The NCB-MAYBANK Entrepreneur Scheme helps people that are in financial hardship during a pandemic," he said. He bounced back to revive his business using the funds raised to cover business operating costs and retain 5 of his employees.

**BankacaNCER**

**TENGKU SHAHIRA ALYSSA**  
Retail Store, Pulau Pinang

She has a passion for fashion and she has been in the fashion industry for over 10 years. She has been successful in her business and she has been able to create a successful business for herself.

**BankacaNCER**

**NOR SHAZWAN MAT SALLEH**  
Retail Store, Pulau Pinang

Professionally, she and her husband had to close their business due to the pandemic. However, they managed to revive their business through the NCB-MAYBANK Entrepreneur Scheme. They managed to revive their business through the NCB-MAYBANK Entrepreneur Scheme.

### Central Kitchen Programme Case Study

**Objective:**

- To Facilitate Entrepreneurs To Overcome The Issue Of Limited Operating Space In Residences/Premises
- Optimise Production To Meet High Market Demand

**1 Selected Participants**

15 Participant (13% Scale Up 2 participants (RM4,850) Progressive: 13 participants (RM1,101 – RM4,849))

**2 Current Participant Income**

15 SSM Registration, 15 E-Commerce Platform, 10 Job Creation

**3 Marketing**

Digital Platform (desamall), Sustainability Plan Program

**4 Sustainability Plan Program**

Product Development, Certification, Premises & Facilities

**5 Programme Value Chain**

Primary Industry, Secondary Industry, Tertiary Industry

**6 Programme Timeline**

Q1, Q2, Q3, Q4

**7 Participant Involvement With Other Agencies**

3rd place in a "Business Model Pitching" competition under Ministry of Rural Development (MRLB) program.

Participant of Food Preparation Courses Temur Lela District

Participant of Culinary and Bakery Courses Bukit Duda District

**empowerNCER**

**MARITIME WATERFRONT SUITES SDN BHD**  
Selling, Retail Store, Pulau Pinang

The company has taken a bold step by redeveloping a theme park and resort to a tourism project that has been abandoned for over 13 years. Through the NCB-MAYBANK Entrepreneur Fund (DU-NCER), the company has revitalized the local tourism industry which was gloomy due to the pandemic by creating a community, recreation, and foodcourt in North Seberang Perai. The project, which is expected to be completed in 2022, will create 223 job opportunities.

**empowerNCER**

**UWAIIS AL-GARNI TRADING**  
Retail Store, Pulau Pinang

Starting as an enterprise selling religious books and scriptures, the company has expanded the local market for products from Middle Eastern countries such as saffron, quality fragrances, natural honey, and many more. Through the NCB-MAYBANK Entrepreneur Scheme, the company has successfully expanded its business by setting up a new branch in Georgetown, Penang. Although slightly affected during the MCO, this funding and online marketing strategy has been successful.

## THANK YOU

www.ncer.com.my

ncermalaysia Northern Corridor Economic Region (NCER) NCER Malaysia

**Ms. Ouch Cheachamolika, Deputy Director General, National Employment Agency, Cambodia**

## Inclusive Cities Dialogues

**Session 2: To learn from on-going efforts across ASEAN cities to address exclusion and marginalization, exclusions in urban environments**

Ouch Cheachamolika  
Deputy Director General  
National Employment Agency  
28 July 2022

**NEA's Vision "To be a leading Agency to Provide Quality Employment Service and Labour Market Information in Cambodia"**

### Cambodia Public Employment Services

- The National Employment Agency (NEA) is only Public Employment Services Agency ever established since 2009 under National Training Board (NTB), MoLVT
- Member of World Association of Public Employment Service (WAPES) since 2013.

**NEA's Vision "To be a leading Agency to Provide Quality Employment Service and Labour Market Information in Cambodia"**

### Challenges to access to decent work

- Limited access to employment service and labour market information
- More difficulties in entering into labour market (including transition from school to work) due to curriculum do not provide the right skill set (hard and soft) that respond to the demand of employers
- Lack of proper employment, vocational, and career guidance/counseling, particularly for youth
- Lack of collaboration between training/education provider, industry and policy maker/planner

**Mr. Phoukhong Sonevongxay, SME Services Center, Lao PDR**

## SME Service Center

Sharing efforts and approaches to decent work and livelihoods

### Inclusive Cities Dialogues

**July 28, 2022**

Prepared by: Phoukhong SONEVONGXAY, Deputy Director,  
SME Service Centre, LNCCI  
(856 20) 5954 8789, [psonevongxay@gmail.com](mailto:psonevongxay@gmail.com)

### Main Topics

- SSC Background
- Organizational Chart
- Demarcation
- Supporters
- Activities support MSMEs
- Statistic

### NEA's Intervention

- Digitalization on services**
  - To improve the NEA's website
  - To develop the application (NEA Job Search and Career Fair app)
  - To decimate the job opportunity information via Facebook Telegram group and Tiktok
  - To provide the pre-employment and soft skills training via online
  - To organize the National Career Fair

[www.nea.gov.kh](http://www.nea.gov.kh)  
[facebook.com/neaakmer](https://facebook.com/neaakmer)  
 App: NEA Job Search

### NEA's Intervention (Con't)

- To Expand the employment services activities**
  - Increase the dissemination of job opportunity information and job registration through the Mobile Job Center
  - Expand collection of labour force information, training, and scholarships from all means and sources information
  - organize annually the National Career fair
  - rganize monthly employment forum and interview day
  - rovide pre-employment and soft skills aining

Thank you!

### SSC Co-Founders

The Lao National Chamber of Commerce and Industry (LNCCI) | Department of SME Promotion (DOSMEP)

The SME Service Center (SSC)

Supported by

### Support Donors

We create networking and have the support with Local and International Organizations.

### LNCCI Org chart

Board of Directors | Steering Committee | Secretary General

SME Service Centre

- SME Development
- SME Promotion
- SME Access to Finance
- SME Database

Pillar II | Pillar III | Pillar IV | Pillar I | Pillar V | Pillar VI

### What we do for MSMEs ?

Providing services for supporting Micro, Small and medium-sized enterprises (MSME) with several activities such as :

- Advisory
- Training
- Bookkeeping
- Workshops
- Events, etc.
- Improve informations for MSMEs

### Activities During and post COVID-19

- MSME Clinic**
  - To provide hands-on consultation, coaching, and up-to-date knowledge and information to MSMEs amid and post COVID-19 pandemic.
- Supporting resilience of Lao MSMEs in response to COVID-19**
  - Supporting MSME access to finance project and use of the Laos In Business training tools.
  - Contributing to the rapid recovery of Lao PDR's MSME sector
  - To support Lao Business Women's Association.

Dr. Anwar Sanusi, Secretary General, Manpower Ministry, Indonesia

## EMPLOYMENT INCLUSIVENESS IN URBAN INDONESIA: CHALLENGES AND POLICIES

Prof. Anwar Sanusi, Ph.D. Secretary General of the Ministry of Manpower of the Republic of Indonesia

### POINTS OF DISCUSSION

- CHALLENGES IN CREATING INCLUSIVE EMPLOYMENT CONDITIONS IN URBAN REGIONS OF INDONESIA.
- GOVERNMENT POLICY TO CREATE INCLUSIVE EMPLOYMENT CONDITIONS IN URBAN REGIONS OF INDONESIA.

### A. CHALLENGES ARISING FROM THE CONDITIONS OF THE LABOR FORCE IN INDONESIA'S URBAN REGION

**PERCENTAGE OF NON LABOR FORCE IN INDONESIA'S URBAN REGION BY MAIN ACTIVITY IN 2022 (%)**

Main Activity	Percentage (%)
Attending School	25.92%
House Keeping	60.12%
Others	13.96%

**PERCENTAGE OF THE LABOR FORCE IN INDONESIA'S URBAN REGION BY EDUCATION LEVEL IN 2022 (%)**

Education Level	Percentage (%)
Junior High School & Lower	44.33%
General & Vocational High School	38.45%
Diploma & University	17.22%

*Of every 10 working age population who are included in the non-labor force category, there are 6 people who have the status of taking care of the household.*

*Of every 10 people in the workforce in urban areas, there are 4 people in the workforce with junior high school education and below.*

### Statistic Activities

Years	2018	2019	2020	2021	2022
Numbers	24	33	25	18	18

### Number of Participants

Year	2018	2019	2020	2021	2022
Total	1913	2152	1594	893	1012
Female	846	1048	624	344	457

ສູນບໍລິການ ວິສາຫະກິດ ຂະໜານນ້ອຍ ແລະ ກາງ  
SME SERVICE CENTER (SSC)

# Thanks!!!

Facebook Page: Laos SME Service Center

### B. CHALLENGES ARISING FROM THE CONDITIONS OF WORKERS IN URBAN REGIONS OF INDONESIA (1/5)

**PERCENTAGE OF WORKERS IN INDONESIA'S URBAN REGION BY EDUCATION LEVEL AND FORMAL-INFORMAL SECTOR IN 2022 (%)**

Education Level	Formal (%)	Informal (%)
Junior High School & Lower	33.35%	66.65%
General & Vocational High School	60.22%	39.78%
Diploma & University	80.46%	19.54%

*The percentage of urban workers who work in the formal sector is greater than the informal sector.*

*The higher the level of education of workers, the higher the opportunity to work in the urban formal sector.*

### B. CHALLENGES ARISING FROM THE CONDITIONS OF WORKERS IN URBAN REGIONS OF INDONESIA (2/5)

**PERCENTAGE OF INDIAN URBAN WORKERS BY BUSINESS SECTOR AND FORMAL-INFORMAL SECTOR IN 2022 (%)**

Business Sector	Formal (%)	Informal (%)
Primary Sector (Agriculture, Forestry, Fishing, Mining and Quarrying)	23.09%	76.91%
Secondary Sector (Industry, Construction, Gas, Electricity, Water, Waste Management, etc)	64.62%	35.38%
Tertiary Sector (Trade & Services)	51.82%	48.18%

**PERCENTAGE OF WORKERS IN URBAN INDONESIA BY WORKER CLASSIFICATION AND THE FORMAL-INFORMAL SECTOR IN 2022 (%)**

Worker Classification	Formal (%)	Informal (%)
White-Collar	91.01%	8.99%
Gray-Collar	31.18%	68.82%
Blue-Collar	50.36%	49.64%

*Informal workers tend to be high in primary business fields, while formal workers tend to be high in secondary and tertiary business fields.*

*Informal workers tend to be high in workers with gray-collar status.*

### B. CHALLENGES ARISING FROM THE CONDITIONS OF WORKERS IN URBAN REGIONS OF INDONESIA (3/5)

**AVERAGE NET WAGE/SALARY OF EMPLOYEE AND NET INCOME OF CASUAL WORKER IN INDIAN URBAN AREAS IN 2022...**

Category	Value
Employee	3,165,000
Casual...	1,063,300
Casual...	1,754,200

**Net salary of employee and net income of casual worker by education level in Indonesian urban areas in 2022 (%)**

Education Level	Employee (%)	Casual Worker in Agriculture (%)	Casual Worker in Non-Agriculture (%)
High School	~10%	~10%	~10%
High School	~20%	~20%	~20%
High School	~30%	~30%	~30%
High School	~40%	~40%	~40%
High School	~50%	~50%	~50%
High School	~60%	~60%	~60%
High School	~70%	~70%	~70%
High School	~80%	~80%	~80%
High School	~90%	~90%	~90%
High School	~100%	~100%	~100%

- The average net salary of employees (proxy of formal workers) per month is higher than the average net income of casual workers (proxy of informal workers) per month.
- For formal sector workers in urban areas, the higher the level of education, the higher the average net salary per month. However, this pattern is not particularly true for informal sector

### B. CHALLENGES ARISING FROM THE CONDITIONS OF WORKERS IN URBAN REGIONS OF INDONESIA (4/5)

**PRECARIOUS EMPLOYMENT RATE BY PLACE OF RESIDENCE IN 2021 (%)**

Place of Residence	Rate (%)
Urban	44.26%
Rural	32.22%

**EMPLOYMENT IN EXCESSIVE WORKING TIME BY PLACE OF RESIDENCE IN 2021 (%)**

Place of Residence	Rate (%)
Urban	27.25%
Rural	21.78%

**GENDER WAGE GAP BY PLACE OF RESIDENCE IN 2021 (%)**

Place of Residence	Rate (%)
Urban	19.14%
Rural	26.29%

**PROPORTION OF WORKERS WITH DISABILITIES BY PLACE OF RESIDENCE IN 2021 (%)**

Place of Residence	Rate (%)
Urban	4.37%
Rural	5.81%

- In urban areas, out of every 100 workers there are 44 people with precarious employment status (casual workers, working on short-term contracts, seasonal workers and workers who are employed with work contracts that can be terminated at any time under certain conditions only on short notice).
- In urban areas, out of every 100 workers there are 27 workers who have excessive working hours.
- In urban areas, the average wage received by male workers is 19.14 percent higher than that of female workers.
- The proportion of workers with disabilities in urban areas is lower than in rural areas.

### B. CHALLENGES ARISING FROM THE CONDITIONS OF WORKERS IN URBAN REGIONS OF INDONESIA (5/5)

**PROPORTION OF EMPLOYEES AND CASUAL WORKERS WHO RECEIVE SOCIAL SECURITY BY PLACE OF RESIDENCE IN 2021 (%)**

Place of Residence	2021 (%)
Urban	46.29%
Rural	27.80%

**UNION DENSITY RATE BY PLACE OF RESIDENCE IN 2021 (%)**

Place of Residence	2021 (%)
Urban	13.15%
Rural	10.01%

**CHILD LABOR RATE BY PLACE OF RESIDENCE IN 2021 (%)**

Place of Residence	2021 (%)
Urban	2.12%
Rural	3.28%

- Workers in urban areas who receive social security and participate in trade unions tend to be higher than workers in rural areas. However, these figures are actually still relatively low, both in urban and rural areas.
- Child labor rate in urban areas is relatively lower than in rural areas.

### C. CHALLENGES THAT ARISE FROM UNEMPLOYMENT CONDITIONS IN URBAN AREAS OF INDONESIA (1/2)

**UNEMPLOYMENT RATE IN URBAN AREAS BY AGE GROUP IN 2022 (%)**

Age Group	2022 (%)
15-19	23.67%
20-24	19.67%
25-29	9.44%
30+	4.70%

**UNEMPLOYMENT RATE IN URBAN AREAS BY EDUCATION LEVEL IN 2022 (%)**

Education Level	2022 (%)
Junior High School & Lower	6.15%
General & Vocational High School	9.83%
Diploma & University	6.42%

**POPULATION 15 YEARS OF AGE AND OVER WHO WERE CATEGORIZED UNEMPLOYMENT BY AGE GROUP AND UNEMPLOYMENT CATEGORY IN URBAN AREAS 2022 (%)**

Age Group	Looking for Work	Establishing a New Business/Firm	Hopeless of Job Business/Start	Have a Job in Future Start
15-19	85.11%	10.25%	3.22%	0.43%
20-24	80.82%	0.37%	4.71%	14.88%
25-29	6.96%	0.84%	6.89%	82.31%
30+	6.96%	0.84%	6.89%	82.31%

- The urban unemployment rate tends to be high in the young age group and the group with middle and high education.
- There is a tendency that the higher the unemployment age group, the percentage of looking for work decreases while the percentage who are preparing for a business and desperate to get a job is increasing.

### C. CHALLENGES THAT ARISE FROM UNEMPLOYMENT CONDITIONS IN URBAN AREAS OF INDONESIA (2/2)

**POPULATION 15 YEARS OF AGE AND OVER WHO WERE CATEGORIZED UNEMPLOYMENT BY EDUCATIONAL ATTAINMENT AND UNEMPLOYMENT CATEGORY IN URBAN AREAS 2022 (%)**

Education Level	Looking for Work	Establishing a New Business/Firm	Hopeless of Job Business/Start	Have a Job in Future Start
Junior High School & Lower	50.50%	36.69%	12.81%	0.00%
General & Vocational High School	15.08%	15.07%	11.57%	10.28%
Diploma & University	5.54%	11.17%	11.05%	8.78%
30+	5.33%	6.13%	0.00%	0.00%

- The higher the level of education, the higher the percentage of unemployed who are preparing a business.
- However, the higher the level of education, the higher the percentage of unemployed who are desperate to find work.

### D. CHALLENGES THAT ARISE FROM UNDEREMPLOYMENT CONDITIONS IN URBAN AREAS OF INDONESIA

**UNDEREMPLOYMENT PERCENTAGE BY EDUCATION LEVEL IN URBAN AREAS 2022 (%)**

Education Level	2022 (%)
Junior High School & Lower	50.50%
General & Vocational High School	36.69%
Diploma & University	12.81%

**UNDEREMPLOYMENT PERCENTAGE BY AGE GROUP IN URBAN AREAS 2022 (%)**

Age Group	2022 (%)
15-19	15.08%
20-24	15.07%
25-29	11.57%
30-34	10.28%
34-39	11.17%
40-44	11.05%
45-49	8.78%
50-54	5.33%
55-59	6.13%
60+	0.00%

- Underemployment is a person who worked under the normal working hours (less than 35 hours a week), and is still looking for a job or available for work.
- The higher the level of education, the lower the percentage of underemployment.
- The percentage of underemployment tends to be high in the young age group (20-29).

### POLICY INITIATIVES IN TRIPLE SKILLING VOCATIONAL TRAINING

**Up-skilling, Skilling, Re-skilling**

- Company training in BLK through a cooperation mechanism.
- Initiation of BLK development funding.
- Prakerja.
- Online training.
- Competency-based training and certification at BLK, Community BLK, and Private Job Training Centers.
- Apprenticeships at home and abroad.
- Development of competency improvement in companies via the super tax deduction program (Government Regulation Number 45/2019).
- Prakerja.
- Training for workers who have experienced termination of employment through BPJS TK.
- Prakerja.
- Online training.

### BLK TRANSFORMATION STRATEGY

**EXISTING CONDITION**

- UPTP BLK is only opened in 15 provinces in Indonesia. The number & competence of instructors is not in accordance with the latest training needs. The training & placement process has not been integrated.
- BLK facilities & infrastructure are not up to date with local needs and global technological developments.
- The use of technology in training has not been maximized. BLK graduates are not yet fully competitive and productive. Utilization of Community BLK has not been optimal. The implementation of the training has not used the same standards.
- It is necessary to strengthen networks with industry, especially MSMEs. Overseas apprenticeship program is only for 1 destination country (Japan).
- Better and modern branding of vocational training and BLK is needed.

**IDEAL CONDITION**

- UPTP BLK is opened across 34 provinces in Indonesia, thus facilitating coordination between the center and the regions. Number & competence of instructors according to the latest training needs. Integrated training & placement process.
- BLK facilities & infrastructure are up to date and adaptive to local needs and global technological developments.
- BLK make maximum use of technology in training. BLK is able to produce quality human resources in accordance with industry needs through vocational training and certification. Increased productivity in UPTP and UPTD BLK.
- The preparation of BLK apprenticeship participants at the BLK can be maximized. Community BLK can facilitate business and entrepreneurial inclination. Use the same standards for training delivery.
- Networks with industry, MSMEs and the job market are strong and produce synergies that are mutually beneficial. Overseas apprenticeship programs are implemented in several countries with good productivity, such as Japan, New Zealand, Qatar, and Germany.
- Maximize vocational training and BLK campaign.

### C. JAMINAN KEHILANGAN PEKERJAAN (JKP) PROGRAM AS THE BEGINNING STEP OF DEVELOPING A LIFELONG LEARNING SYSTEM

**CASH**

- 1. Gives for a maximum of 6 months
- 2. 45% of wages in the first 3 months
- 3. 25% of wages in the second 3 months

**ACCESS TO JOB MARKET INFORMATION**

- 1. Job market information services and/or job counseling
- 2. Vocational Training
- 3. Competency based.
- 4. Organized by Government, Private, or Company Job Training Institutions registered and verified at Sinaker.

**YOUTH TALENT DEVELOPMENT PROGRAM (PROGRAM TALENTA MUDA)**

- Transformation of "innovation room into "talent hub".
- Competence development of young talents.
- Expansion of job opportunities for young talents.
- Forming a talent corner at BLK UPTP.
- Doing talent scouting for young innovators.

**PELAYANAN JKP MELALUI SISTEM INFORMASI KETENAGAKERJAAN**

Pasal 25 dan Pasal 30 PP No. 37 Tahun 2021

### E. DIGITALIZATION CHALLENGE

**SEBESAR UMUM, APAKAH KELEMAHAN KANDIDAT PECAKAWAI DI INDONESIA TERKAIT KEMAMPUAN DIGITAL?**

Category	Percentage
Kemampuan menggunakan bahasa pemrograman untuk membuat aplikasi	56.3%
Kemampuan menggunakan bahasa pemrograman untuk membuat website	50.7%
Pengalaman menggunakan perangkat lunak untuk pemasaran digital di perusahaan	49.3%
Alat yang lebih untuk meningkatkan pemasaran digital di perusahaan	36.6%
Tidak memiliki kemampuan digital yang cukup dengan kebutuhan perusahaan	32.4%
Digital marketing yang dimiliki perusahaan	28.2%
Tidak ada	5.6%
Lainnya	2.8%

**SEBESAR UMUM, BAGAIMANA TINGKAT KESUKSESAN UNTUK MENCAKARI KARYAWAN DENGAN KEMAMPUAN DIGITAL?**

Category	Percentage
4.2% sangat penting	4.2%
32.4% penting	32.4%
4.2% penting	4.2%
1.8% tidak penting	1.8%
52.4% tidak penting	52.4%
36.6% tidak penting	36.6%

### A. PRAKERJA CARD

- The PRAKERJA Card Program is a work competency development program carried out with an on-demand application, which gives beneficiaries the flexibility to choose the training and training institutions they need.
- By the end of 2020, the PRAKERJA Card Program had reached 5.5 million beneficiaries from 514 cities/districts throughout Indonesia.
- The PRAKERJA Program provides more than 1,700 trainings from 154 training institutions that can be accessed through seven digital platforms.
- 88.9 % of beneficiaries claim that their skills have improved after completing the PRAKERJA Card Program training.

Source: <https://www.prakerja.go.id/publikasi>

### B. REVITALIZATION OF VOCATIONAL EDUCATION AND TRAINING

**ON APRIL 27, 2022, THE PRESIDENT HAS STIPULATED PRESIDENTIAL REGULATION NUMBER 68 OF 2022 CONCERNING REVITALIZATION OF VOCATIONAL EDUCATION AND VOCATIONAL TRAINING.**

**IMPORTANT POINT**

- The need for competent human resources/manpower is stated in manpower planning, where manpower planning refers to the labor market information system.
- The basic principles of Vocational Education and Vocational Training:
  - oriented to the needs of the business world, industry, world of work, and entrepreneurship;
  - shared responsibility between the Central Government, Regional Government, the business world, the industrial world, the world of work, and the community; based on competence;
  - lifelong learning;
  - held in an inclusive manner.

### D. TKM (TENAGA KERJA MANDIRI) AND LABOR INTENSIVE PROGRAM AS AN EFFORTS TO EXPAND EMPLOYMENT OPPORTUNITIES

- Beginner TKM is directed to underdeveloped, outermost, frontier (3T) areas, extreme poverty, productive migrant villages, persons with disabilities, areas of high unemployment and affected by disasters. Advanced TKM is a development of beginner TKM.
- Labor intensive consists of infrastructure labor intensive and thematic labor intensive, and targets unemployment and underemployment.

### E. PROMOTING THE IMPLEMENTATION OF PRODUCTIVITY-BASED WAGES

- Minister of Manpower Regulation Number 1 of 2017 concerning Wage Structure and Scale requires employers to prepare Wage Structure and Scale (which is the basic wage) by taking into account class, position, tenure, education and competence.
- The determination of the Wage Structure and Scale is carried out based on the ability of the Company and must pay attention to the applicable minimum wage.
- With this regulation, it is hoped that it will encourage an increase in productivity in terms of wages.

### F. IMPROVING THE QUALITY OF LABOR INSPECTION

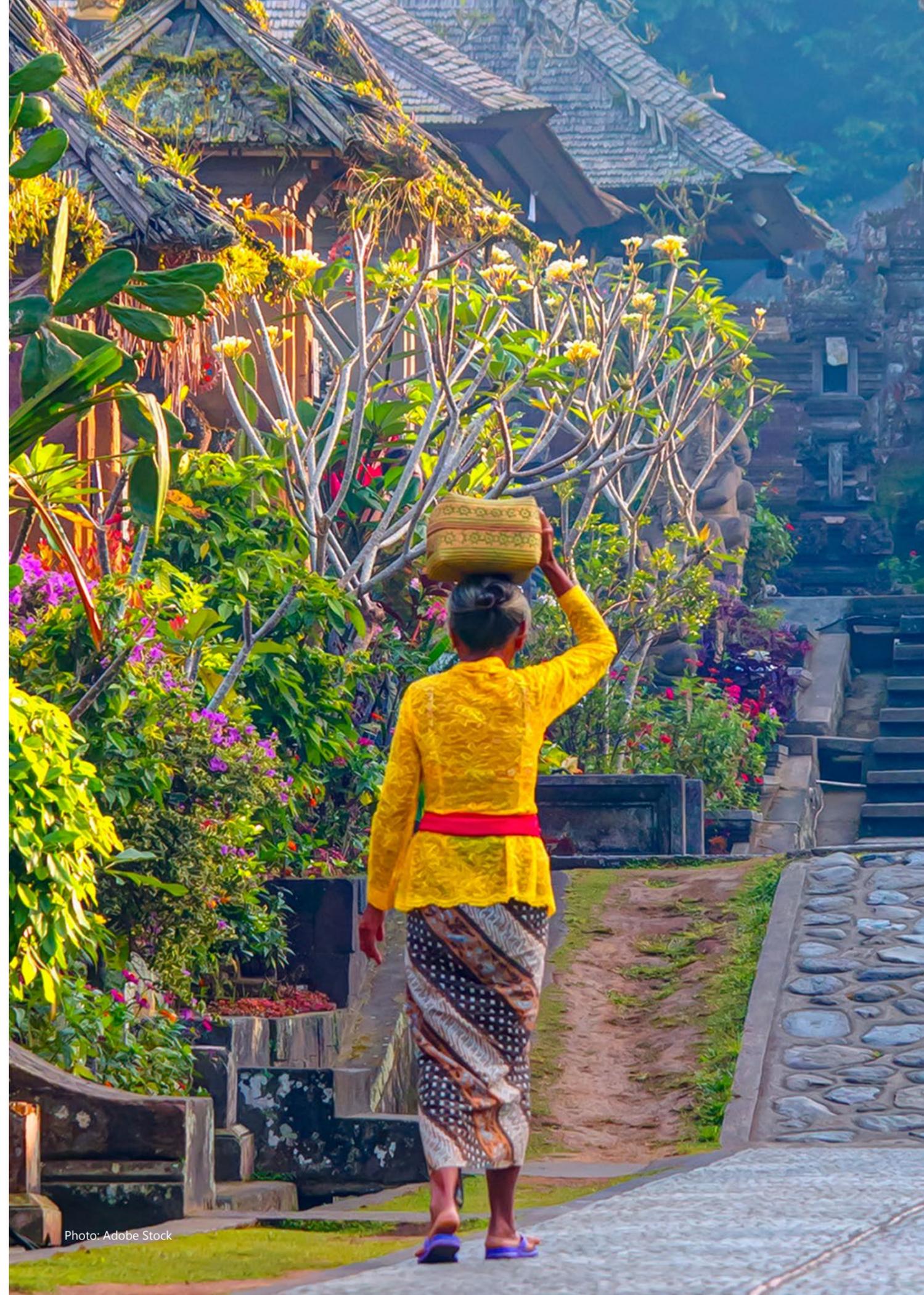
- Revitalization of Occupational Safety and Health Center (Balai K3).
- Withdrawing child labors from the worst forms of child labor and returning them to educational institutions.
- Enforcement of women's work norms.
- Increasing Public Participation in Labor Inspection and Occupational Safety and Health.

### G. GOVERNMENT POLICY REGARDING DISABILITY WORKERS

**LAW NUMBER 8 OF 2016:**

- The central government, regional governments, BUMN, and BUMD are required to employ at least 2% of people with disabilities from the total number of employees or workers.
- Private companies are required to employ at least 1% of persons with disabilities from the total number of employees or workers.

**CURRENTLY, THERE ARE 21 LOCAL GOVERNMENT MANPOWER OFFICES THAT HAVE DISABILITY SERVICE UNITS.**



# APPENDIX C | POST-MODULE SURVEY



Photo: Adobe Stock



Photo: Adobe Stock

Topics/Questions	Cohort A	Cohort B	Cohort C
Number of respondents	3	5	6
Sector of Participant	National Government: City/Municipal Government: Provincial and State Government: 1 Civil Society: 2 Educational Institution: Private Sector:	National Government: City/Municipal Government: Provincial and State Government: Civil Society: 5 Educational Institution: Private Sector:	National Government: 1 City/Municipal Government: Provincial and State Government: 1 Civil Society: 3 Development Institution: Private Sector:1 Other:
Gender	Male: 2 Female: 1 Prefer to self describe: Prefer not to self describe:	Male: 3 Female: 2 Prefer to self describe: Prefer not to self describe:	Male - 5 Female: 1 Prefer to self describe: Prefer not to self describe:

	Cohort A	Cohort B	Cohort C
Which ethnic group do you identify with?	YES 1 NO -2	NAME OF ETHNIC GROUP: 6	
Would you describe yourself as a person with disability?	Yes -0 No -3	Yes -0 No -5	Yes -3 No - 3
If yes, please specify			Cerebral Palsy - 1 Physical Disability - 1

	COHORT A					COHORT B					COHORT C				
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
After taking part in the dialogue session, I consider that my knowledge on decent work and livelihood in my city has improved:			2	1				2	2	1				5	1
My work and practices (including contributions to the project) will change due to knowledge I gained from this dialogue session:			2	1				2	2	1			1	4	1
This dialogue session met my needs and expectations:			2	1				1	3	1			1	3	2
The information and materials presented during the session were relevant to me:			2	1				1	2	2				4	2

	COHORT A					COHORT B					COHORT C				
	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I was satisfied with the level of interactivity and engagement during the workshop through the use of online interactive tools (such as Mentimeter):			3					1	3	1			1	4	1
Please briefly describe how you can contribute in taking the issue of decent work and livelihood in your city forward?	<p>Responses:</p> <ul style="list-style-type: none"> <li>• Planning</li> <li>• Continue the current dialogue mechanism with relevant stakeholders relating to this issue.</li> <li>• Sharing Ideas</li> </ul>					<p>Responses:</p> <ul style="list-style-type: none"> <li>• Capability in networking and analysis through our weekly teaching programs.</li> <li>• Follow the ongoing development of disabilities.</li> <li>• Lobby for more opportunities for livelihood in the city</li> <li>• Engagement with stakeholders in my future project implementation.</li> <li>• Drafting policy and programs that cater to the need of the people in Penang</li> </ul>					<p>Responses:</p> <ul style="list-style-type: none"> <li>• Anything related with disability (work on)</li> <li>• As participating member of our National Council on Disability Affairs Sub-Committee on Training, Employment and Livelihood, I will share what I have learned from this session and encourage them to learn from existing good practices in the region.</li> <li>• Working with the informal workers in my responsible project</li> <li>• Share with colleagues who work related to decent work and livelihood</li> <li>• We are working for indigenous community that also focus on disability, so it can give me insight about how to empower them to become more active and independent due to their limitless possibilities.</li> <li>• Making policies</li> </ul>				

Rate the translation service of the dialogue session:	COHORT A					COHORT B					COHORT C				
	N. A	Very Poor	Good	Very Good	Excellent	N. A	Very Poor	Good	Very Good	Excellent	N. A	Very Poor	Good	Very Good	Excellent
Please indicate how satisfied you were with the English interpretation during the workshop:								1	3	1			2	3	1
Did you use another interpretation channel other than English during the dialogue?	Yes: 0 No: 3					Yes: 2 No: 3					Yes: 3 No: 3				
If yes, please specify which language:						Khmer: 1 Bahasa Indonesia: 1					Khmer: 1 Bahasa Indonesia: 1 Lao: 1				
On a scale of 1 to 5, based on your experience, how likely are you to participate or recommend future aasctf workshops or training events to a colleague/peer?	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5

Rate the translation service of the dialogue session:	COHORT A					COHORT B					COHORT C				
	N. A	Very Poor	Good	Very Good	Excellent	N. A	Very Poor	Good	Very Good	Excellent	N. A	Very Poor	Good	Very Good	Excellent
On a scale of 1 to 5, based on your experience, how likely are you to participate or recommend future AASCTF workshops or training events to a colleague/peer?			2							4	1			2	3
Provide more time for speakers to speak and time for Q&A to speakers.	Provide more advance reading materials before the sessions					•					All good				

## ABOUT THE ASEAN AUSTRALIA SMART CITIES TRUST FUND

The ASEAN Australia Smart Cities Trust Fund (AASCTF) assists ASEAN cities in enhancing their planning systems, service delivery, and financial management by developing and testing appropriate digital urban solutions and systems. By working with cities, AASCTF facilitates their transformation to become more livable, resilient, and inclusive, while in the process identifying scalable best and next practices to be replicated across cities in Asia and the Pacific.

