

ANNEX 2

Survey Questionnaire

RESEARCH SITE:

Phnom Penh 1
Siem Reap 2

Serial Number:

Interviewer's name:.....

Date:.....

1. Which year were you born?

Year.....19.....

2. In the year of which animal were you born?

Animal.....

3. What was your age at your last birthday?

Age:.....

Note to enumerator: Question 3 needs to be cross-checked with Questions 1 and 2. If Questions 1 and 2 do not provide the same figure, calculate average

4. How long have you been working for _____ company?

Note to enumerator: Insert name of company where interview takes place

Years..... Months.....

5. Is this your first time working as a beer promoter?

Yes..... 1

No..... 2

Note to enumerator: If Yes, go to Question 7

6. Which company/companies did you work for before?

BSIC member

Cambodia Brewery Ltd (CBL)..... 2 (or brands: Tiger, Anchor, ABC Stout)

Cambrew Ltd..... 3 (or brand: Angkor Beer; Angkor Extra Stout)

Guinness..... 5

Heineken International..... 6 (or Attwood or Heineken)

Note to coder: Allow for more than one response

Non-BSIC member

Name of company/companies (or brand name)

.....

Note to coder: Allow for more than one response

7. What was your last job before you started working as a beer promoter for the first time?

.....

8. Do you know what the BSIC is?

Note to enumerator: Show BSIC logo badge

Yes..... 1
No..... 2

Note to enumerator: If No, go to Question 10

9. Please can you explain to me what the BSIC is

.....

Note to research team leader: Check response here and tick yes or no, as to whether respondent expressed full understanding of the BSIC

Yes..... 1
No..... 2

10. Does wearing the BSIC badge make you feel more respected in the workplace?

Yes..... 1
No..... 2
Don't know..... 9

Note to enumerator: If yes, please ask respondent to give some examples:

.....

11. At which beer selling outlet/s do you work at the moment?

Beer garden..... 1
Bar..... 2
Karaoke..... 3
Discotheque..... 4
Restaurant..... 5
Banquets..... 6
Other/s (Specify)..... 7

.....

Note to enumerator: Add more outlets if necessary

Note to coder: Allow for more than one answer

12. Do you have a written contract of employment?

Note to enumerator: Show the respondent a sample contract from the company where the interview is taking place

- Yes..... 1
- No..... 2
- Don't know..... 9

Note to enumerator: If No or Don't know, go to Question 14

13. Have you been given a copy of your contract?

Note to enumerator: Show the respondent a sample contract to avoid misunderstanding

- Yes..... 1
- No..... 2
- Don't know..... 9

14. Are you entitled to 1 rest day in a week/ 4 days in a month?

- Yes..... 1
- No..... 2
- Don't know..... 9

15. Do you get personal holiday (e.g. some days off to go to visit your family) without your salary being cut every year?

- Yes..... 1
- No..... 2
- Don't know..... 9

Note to enumerator: If No or Don't know, go to Question 17

16. How many days of such personal holiday can you take every year?
_____days

Note to enumerator: If unknown put 8888

As there are often different interpretations of the personal holiday allowance, please note details below

Comments.....
.....

17. Are you entitled to not work on public (national) holidays if you want and your salary is not cut?

Note to enumerator: If respondent does not understand the term public holidays, give examples e.g. Khmer new year, pchum ben

- Yes..... 1
- No..... 2
- Don't know..... 9

18. Are you entitled to 90 days of maternity leave for pregnancy (during late pregnancy and after birth of baby)?

- Yes..... 1
- No..... 2
- Don't know..... 9

Note to enumerator: If No, Don't know, go to Question 21

19. Do you get receive any salary payment from the beer company during this period of maternity leave?

- Yes..... 1
- No..... 2
- Don't know..... 9

Note to enumerator: If No or Don't know, go to Question 21

20. How much of your base salary do you get paid during this 90 days of maternity leave?

- All (full salary).....1
- Half.....2
- Other (specify).....3
- Don't know.....9

Other.....

21. Do you know who your direct superior* is?

- Yes..... 1
- No..... 2

22. Does _____ company have a grievance procedure, according to which you can make complaints about any problems you face in the workplace?

Note to enumerator: Insert name of company where interview is held.

- Yes..... 1
- No..... 2
- Don't know..... 9

Note to enumerator: We need to be clear that this system is different from the anonymous 'complaints box' which some companies have.

23. If you have any complaints about the behaviour of customers, outlet owners or other men at your workplace who do you go to?

- Direct superior* 1
- Outlet owner/manager..... 2
- No one..... 3
- Other (specify)..... 4

.....

Note to coder: Allow for more than one response

24. Since May 2008 (in other words, over the past 7 months), how many times have you made any serious complaints concerning customers pressurising you to drink, or sexual harassment, verbal harassment (insults) or physical violence (hitting, pushing etc.) by customers or outlet owners to your direct superior,?

Note to enumerator: The reporting of complaints referred to here can simply be respondents complaining verbally

- None..... 1
- Once..... 2
- 2-4 times..... 3
- 5-10 times..... 4
- More than10 times... 5

Note to enumerator: If None, go to Question 27

Note for analysis: separate respondents working for company less than 7 months and 7 months or more

25. Were these complaints written down by your direct superior*?

- Yes, they all were..... 1
- Only some were..... 2
- None were..... 3
- Don't know..... 9

26. Please provide details on the three most recent times since May 2008 (over the past 7 months) when you had a **serious** complaint/grievance, in other words concerning customers pressurising you to sit and drink with them, or sexual harassment, verbal harassment (insulting) or physical violence (hitting, pushing etc.) by customers or outlet owners and which you took to your direct superior. Please tell us at which outlet were you working at the time (beer garden, karaoke or bar etc.), what was the grievance, who did you report it to, and what happened after you reported it?

Note to enumerator: Even if the respondents reported less than three complaints since May 2008, all these should be noted

First time:

When: Month: 2008/9

Outlet:.....

Details of grievance.....

Person that you made your complaint to

What happened then.....

.....

Note to enumerator: Please select option below to describe case, based on description provided. Confirm again with respondent if necessary

- Written grievance filed in presence of respondent.....1
- Notes made by direct superior in presence of BP.....2
- Verbal complaint only, made in presence of direct superior.....3
- Verbal complaint only, made over telephone to direct superior.....4

Second time:

When: Month: 2008/9

Outlet:.....

Details of grievance

Person that you made your complaint to.....

What happened then.....

.....

Note to enumerator: Please select option below to describe case, based on description provided. Confirm again with respondent if necessary

- Written grievance filed in presence of respondent.....1
- Notes made by direct superior in presence of BP.....2
- Verbal complaint only, made in presence of direct superior.....3
- Verbal complaint only, made over telephone to direct superior.....4

Third time:

When: Month: 2008/9

Outlet:.....

Details of grievance.....

Person that you made your complaint to.....

What happened then.....

Note to enumerator: Please specify option below, based on answer to this question. Confirm again with respondent if necessary

Written grievance filed in presence of respondent.....1

Notes made by direct superior in presence of BP.....2

Verbal complaint only, made in presence of direct

superior.....3

Verbal complaint only, made over telephone to direct

superior.....4

Note to enumerator: Go to Q.28

27. Why have you not taken any **serious** complaint/grievance concerning customers pressurising you to sit and drink with them, or sexual harassment, verbal harassment (insulting) or physical violence (hitting, pushing etc.) by customers or outlet owners since May 2008 (over past 7 months) to your direct superior*?

Because I didn't have any..... 1

Other reason2

Note to enumerator: If Other reason, ask to specify

28. Are you familiar with this form?

Note to enumerator: Show grievance report form, which some respondents may recognise. This is the official system for reporting serious complaints.

Yes..... 1

No..... 2

29. What is your **current** monthly base salary, excluding commission, as stated in your salary?

_____Dollars

30. Can you earn incentive payments/commission on top of your base salary?

Yes..... 1

No..... 2

Note to enumerator: If No, got to Question 33

31. Please explain the commission system you work with

.....

32. As, according to the commission/incentive system at your company, you get paid extra for the amount of beer you sell (above your target), does this mean that you sometimes do things with customers which you would not normally do (for example drink with them, let them touch your body) to get them to drink more beer?

- Yes..... 1
- No..... 2
- Don't know..... 9

Note to enumerator: If Yes, ask to specify

.....

33. How much money did the company pay you last month? *If unknown put 8888*

Note to enumerator: If respondent has been working at the company for less than one month so has not yet taken home monthly salary, skip question and go to Question 35.

_____ Dollars

Please disaggregate if possible:

- Salary _____ Dollars
- Commission _____ Dollars
- Other _____ Dollars

Note to enumerator: If unknown put 8888

34. How much money did the company pay you the month before last?

_____ Dollars

Note to enumerator: If unknown put 8888

Please disaggregate if possible:

- Salary _____ Dollars
- Commission _____ Dollars
- Other _____ Dollars

Note to enumerator: If unknown put 8888

35. Do you still receive your base salary if you are absent from work due to sickness with medical letter and permission from your direct superior?

- Yes..... 1
- No..... 2
- Don't know..... 9

36. Does the company give you a uniform or sash to wear as part of your job?

- Uniform..... 1
- Sash..... 2
- No..... 3

Note to enumerator: If No or Sash, go to Question 38

37. In your opinion, is the uniform you have been given:
- Indecent 1 (=not normal/*munn sonrum*)
 - Dignified..... 2 (=normal/*sonrum*)
 - No opinion..... 9

Note to enumerator: Read out choices for answer

38. Does the company provide transport from your place of work to your home?

- Yes..... 1
- No..... 2
- Don't know..... 9

Note to enumerator: If No or Don't know, go to Question 44

39. Does your direct superior encourage you to take company transport home?

- Yes..... 1
- No..... 2
- Don't know..... 9

40. How often do you use the transport provided to get home?

- Never..... 1
- 1-3 times a week.. 2
- 4-6 times a week... 3
- Every night..... 4

Note to enumerator: If respondent never uses company transport go to Question 43

41. Does the transport provided take you right to your home or to a nearby point, such as a street corner?

- Right home..... 1
- To a point near my home..... 2

Note to enumerator: If Right home, go to Question 44

42. Please specify

Note to enumerator: Carefully distinguish the difference between the two options and ensure you get the correct answer

- As close to my home as the company vehicle can gain access.....1
- Somewhere near to my home.....2

Note to enumerator: Go to Question 44

43. Why you do not use the company transport?

- I work near by my house..... 1
- I have my own transport..... 2
- My family picks me up..... 3
- Waiting for company transport takes too long 4
- It is not easy for company transport to reach my home... 5
- Other reason (specify)..... .6

44. Do you know what sexual harassment is?

- Yes..... 1
- No..... 2

Note to enumerator: If No, go to Question 46

45. Please can you give me some examples of this behaviour?

.....
Note to research team leader: Check response here and tick yes or no, as to whether respondent expressed full understanding of sexual harassment

Yes..... 1
No..... 2

46. What do you do if you experience customers or other men at the workplace making sexual comments, touching your body, or holding and kissing you, when you feel unhappy or uncomfortable with this attention and behaviour?

Nothing/ignore..... 1
Challenge/discuss/negotiate with man in question..... 2
Complain to the outlet owner..... 3
Complain to my direct superior*..... 4
Complain to another beer company representative..... 5
Move to serve another table..... 6
I never experience this in the workplace..... 7
Other..... 8

Note to coder: Allow for multiple answers

47. Since working at _____ company, and since May 2008 (over the past 7 months) how often do you experience this kind of behaviour in the outlets where you currently work?

Every night..... 1
Several nights a week..... 2
Several times a month..... 3
Rarely..... 4
Never..... 5

Note for enumerator: Insert name of current employing company

Note for analysis: separate respondents working for company less than 1 month and those more than 1 month

48. Since you started work at _____ company, have you received any training on Selling Beer Safely?

Note to enumerator: Insert name of company where interview takes place in question

Yes..... 1
No..... 2
Don't know..... 9

Note to enumerator: If No, Don't know, go to Question 54

49. When being trained on Selling Beer Safely at _____ company, did you receive training on what to do if you receive sexual harassment (any unwanted, overt sexual attention) from customers or any other men at your workplace?

Note to enumerator: Insert name of company where interview takes place in question

Yes..... 1
No..... 2
Don't know..... 9

50. When being trained on Selling Beer Safely at _____ company, have you received any training on how to refuse beer/alcohol offered to you by a customer politely (without insulting him)?

Note to enumerator: Insert name of company where interview takes place in question

- Yes..... 1
- No..... 2
- Don't know..... 9

51. Since you started working at _____ company, how many times have you had training in Selling Beer Safely?

- Once since employment..... 1
- Once or more a year..... 2
- Never..... 3
- Don't know..... 9

52. Has the training you have received changed your behaviour in the workplace in any way?

- Yes..... 1
- No..... 2
- Don't know..... 9

Note to enumerator: If No, Don't know go to Question 54

53. If yes, please give example/s

.....

54. Does the beer company you work for now allow you to sit and drink alcohol with customers during working hours?

- Yes..... 1
- No..... 2
- Don't know..... 3

55. Are you ever put under pressure to drink alcohol at the outlets where you work at the moment?

- Yes, at every outlet I work..... 1
- At some of the outlets in which I work..... 2
- Never..... 3

Note to enumerator: If Never, go to Question 60

56. If yes, by whom?

- Customers..... 1
- Outlet owner/manager..... 2
- Direct superior*..... 3
- Other beer company representatives..... 4
- Other..... 5

Note to coder: Allow for multiple answers

57. Do customers ever try and force you to drink alcohol?

- Never..... 1
- Sometimes..... 2
- Often..... 3
- Always..... 4

58. If a customer tries to force you to drink alcohol, what do you do?

- Nothing/Ignore..... 1
- Make a complaint..... 2
- Challenge/discuss with customer..... 3
- Other..... 4

Note to enumerator: If Nothing/Ignore, or only challenge/discuss with customer or Other, go to Question 60

Note to coder: Allow for multiple answers

59. Who do you take your complaint to?

- Outlet owner..... 1
- Direct superior..... 2
- Other formal beer company representative 3
- Fellow beer promoter..... .4
- Other..... 5

Note to coder: Allow for multiple answers

60. Do you ever sit down with customers and drink alcohol while you are working?

- Never..... 1
- Sometimes..... 2
- Often..... 3
- Always..... 4

61. Do you drink alcohol when you are working?

- Never..... 1
- Sometimes..... 2
- Often..... 3
- Always..... 4

Note to enumerator: If Never, go to Question 64

62. The last time you worked, how many glasses of beer would you estimate you drank?

Note to enumerator: Show respondent glass

- None 1
- 1..... 2
- 2-3..... 3
- >3..... 4

63. Do you ever feel drunk when you are working?

- Never..... 1
- Sometimes..... 2
- Often..... 3
- Always..... 4

64. Do you think that working as a beer promoter puts you more at risk of contracting HIV/AIDS than other kinds of employment?

- Yes..... 1
- No..... 2
- Don't know..... 9

Note to enumerator: If No, Don't know go to Q.66

65. If yes, how and why

66. Which of the following statements best describes how you feel about your working conditions?

- I am happy with them..... 1
- They could be better, but they are bearable..... 2
- I am unhappy with them..... 3

67. If you could change three things about your working conditions with _____, what would they be?

Note to enumerator: If respondent totally happy with working conditions so has no suggested changes please mark below:

- Respondent totally happy..... 1
- Respondent suggested changes..... 2

Note to enumerator Insert name of company where interview takes place

- 1.....
-
-
- 2.....
-
-
- 3.....
-
-

Note to coder and data inputter: A coding system will need to be developed to categorise responses to this question. This can include salary, contract, incentives and working rights.

Note to enumerator: Check answer to Question 6. If respondent worked for a non-BSIC member before, please ask the following questions:

68. We would like you to compare your working conditions with your current employer, _____ to those when you worked for _____ (non-BSIC member).

Please tell us whether you agree or disagree with the following statements:

With my current employer I:	Agree	Disagree	Don't know
Feel safer in the work place	1	2	9
Feel better able to deal with difficult customers	1	2	9
Feel better supported by my direct superior*	1	2	9
Receive better training in how to look after my health	1	2	9

*NB. Regarding the term direct superior, in interviews, the Khmer term to be used may differ according to the term used in the various BSIC member companies for which the respondents work, as follows:

- CBL - *meh ptol/meh krop krong/meh/meh + piak*
- Cambrew Ltd - *meh*
- Guinness – *protien kro*
- Heineken International – *protien neary/protien paneak neary*

ANNEX 3: Additional Data Tables

Age of Respondents By Company: 2008 and 2009 survey

Age	Cambrew				CBL				Guinness				Heineken			
	2008		2009		2008		2009		2008		2009		2008		2009	
	N	%	N	%	n	%	n	%	n	%	n	%	n	%	n	%
< 18 yrs	1	0.4	0	0.0	0	0	0	0.0	0	0	1	2.8	2	3.1	0	0.0
18 - 21 yrs	43	19.1	36	14.0	26	13.8	14	9.9	1.0	6.7	6	16.7	16.0	25.0	14	21.9
22 - 25 yrs	58	25.8	73	28.3	56	29.6	28	19.7	6	40.0	12	33.3	16	25.0	16	25.0
26 - 30 yrs	84	37.3	96	37.2	77	40.7	74	52.1	6	40.0	16	44.4	24	37.5	26	40.6
> 30 yrs	39	17.3	53	20.5	30	15.9	26	18.3	2	13.3	1	2.8	6	9.4	8	12.5
Total	225	99.9	258	100	189	100	142	100	15	100	36	100	64	100	64	100

Number and Proportion of Respondents Who Know What the BSIC Is

	Cambrew		CBL		Heineken		Guinness		Total	
	n	%	N	%	n	%	n	%	n	%
Know	204	79.1	117	82.4	56	87.5	27	75	404	80.8
Don't Know	54	20.9	25	17.6	8	12.5	9	25	96	19.2
Total	258	100	142	100	64	100	36	100	500	100

Number and Proportion of Respondents Who Understand What the BSIC Is

	Cambrew		CBL		Heineken		Guinness		Total	
	n	%	n	%	n	%	n	%	n	%
Full understanding	44	21.6	33	28.2	13	23.2	9	33.3	99	33.3
Partial understanding	108	52.9	57	48.7	27	48.2	12	44.4	204	44.4
No understanding	52	25.5	27	23.1	16	28.6	6	22.2	101	22.2
Total	204	100	117	100	56	100	27	100	404	100

Individuals to Whom Respondents Report Complaints about the Behavior of Customers or Other
Men at the Workplace

	Cambrew				CBL				Guinness				Heineken		
	2008		2009		2008		2009		2008		2009		2008		2009
	n	%	N	%	n	%	n	%	n	%	n	%	n	%	n
Direct Superior	192	85.3	251	97.3	182	96.3	135	95.1	13	86.7	36	100	53	82.8	61
Outlet owner	61	27.1	42	16.3	55	29.1	13	9.2	5	33.3	19	52.8	13	20.3	14
Other	106	47.1	62	24	95	50.3	56	39.4	9	60	10	27.8	38	59.4	26
Total*	225	159.5	258	117.6	189	175.7	142	153.7	15	180	36	180.6	64	162.5	64

*Totals >100% because respondents gave multiple answers