

Terms of Reference

Designing and developing a database of members, and a portal to receive and progress worker grievances and track activities for the General Trade Union of Workers in Textile, Garment and Clothing Industries

Background

The General Trade Union of Workers in Textiles, Garment & Clothing (referred to as the union) is the worker representation body for Jordan's garment sector. The union is responsible for safeguarding and promoting the rights and interest of workers in the sector. This applies for both members and non-members of the union. Under Jordanian Labour Law, only one union is allowed to exist in each industry, and workers cannot freely join the union of their choosing. In addition, only Jordanians are allowed in union leadership positions per the Unified Trade Union Bylaw, while migrant workers make up three-quarters of all workers in the sector. This has caused a disjoint between the union and the workers they represent.

In recent years, Better Work Jordan has worked with the union to bridge this gap and identify solutions within the parameters of the current labour law. While more work remains to be done, important steps have been made in collaboration with the union to protect and promote the rights of all workers. For instance, the union has negotiated four CBAs with employers—the first CBA was in 2013 and they are re-negotiated every other year. The most recent Collective Bargaining Agreement was signed in December 2019 and featured the most inclusive process of any CBA to-date. Worker representatives from multiple different nationalities were consulted in this process and key issues facing workers were addressed head on during the CBA negotiations.

The union has expended considerable effort in establishing several channels to communicate with garment workers. These include both face-to-face activities, as well as the use of printed and social media to reach a wider audience. However, despite these achievements, there is considerable scope for improvement. The union mostly interfaces with worker members to the Union Labour Committee (ULC) who are representatives of the workers in their factory. The union does not have contact information or up-to-date information on members in the union. Per the union numbers, there are 18,500 members in the union (roughly 25% of the workforce). However, per BWJ data gathered from factory management, there are an estimated 58,000 members in the union (roughly 80% of the workforce). This basic discrepancy in numbers makes it difficult to support union engagement with workers.

There is also a lack of awareness among workers about the union and its activities. In a recent survey conducted by union organizers of 600 workers, 45% of workers indicated that they were in the union, 33% said they were not, and 22% did not know. Increasing worker awareness of the union and of their own membership status is a key goal of the union in the coming years, and BWJ supports the union towards these efforts.

The union recently formalized a [five-year strategy](#) which focuses on equitable access to fair wages and a safe, healthy working environment for all workers. There are three main outcomes which contribute to this long-term objective: 1) Improve communication and engagement with garment workers, 2) Advance industrial relations in Jordan's garment industry and 3) Strengthen the organization's governance and organizational capacity. Key Performance Indicators (KPIs) were developed to measure the progress of this strategy. However, the union is currently lacking some of the data needed to monitor its progress and does not have a central place to store this information.

A planning and scoping exercise was finalized in November 2021 to gain buy-in from key stakeholders, establish the key goals and parameters of the database, and map out the steps for creating the database. This consultancy will build on the conclusions and recommendations of the previous project to build the union members database, in addition to establishing a platform to track union activities and to receive and process worker grievances, as well as establishing mechanisms for keeping it updated, and provide training to the main users of the database and the platform.

Objective

Develop a database and portal that documents union members, union activities, and allows for processing complaints/grievances on behalf of workers that is accurate, up-to-date and use friendly. The database should include basic demographics on union members and workplace and should be triangulated with administrative data to ensure accuracy. The database should also include information on union activities and trainings administered, number, which industrial zone, in addition to a portal to document the number and type of submitted grievances by workers.

The general objectives of this consultancy are:

1. Database and portal mapping and planning (10 days)
 2. Designing of database and portal (12 days)
 3. Developing database and portal (28 days)
 4. Training, support and maintenance (10 days – spread over a year)
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Duties and responsibilities:

The consultant will be responsible for the following:

Deliverable 1: Database and portal mapping and planning, including creating forms for gathering needed data.

- Review Phase I inception report and proposed mechanisms for data collection.
- Develop an inception report specifying the chosen methodology to move forward with the project and design a detailed workplan on the architecture of the database and portal. The database and portal should be designed with a high degree of usability and flexibility. The provided solution should be very easy to use and accessible (especially in terms of language) for both for administrators, editors and for regular Portal users. Therefore, user experience (UX) will have a strong influence on the choice of solution.
- Finalize a list of data to include along with sources for the data.
- Create Standard Operation Procedures (SOPs) with a template for:
 - Gathering needed data from factories and work with factory management to transform their existing data into the new system. A clause may be added into the sectoral-wide Collective Bargaining Agreement to create an enforcement mechanism for the data collection template.
 - Gathering needed data from the trade union on their activities, trainings and other relevant information.
 - Complaint reporting, where workers can submit a complaint through web-based report forms via PC, Tablet etc. The complaint is then assigned a serial number. A notification of complaint creation will be sent to the union. Complaint investigating, where all data requested by the union is captured through multiple screens with rules and validations. After submitting this action, a complaint review and transfer where a report will be issued on the complaint type, the progress, and whether it was resolved.

Deliverable 2: Develop database and portal and regular review mechanisms

- Program database and portal and update with available data from all relevant sources. Data sources on union membership should be triangulated, merged and validated between factory data (name of worker, ID number, union membership status, demographic information), administrative data from the Ministry of Labour and/or Social Security Corporation as well as union data (trainings, presence, articles and more). Data sources on union activities should be provided and integrated by the union.
- Develop SOPs for keeping database current with quarterly updates to reflect workers who entered the sector and workers who left, union activities, number and type of grievances and status.
- Integrate forward-facing features of the database and portal with the [union website](#) which will be enhanced in parallel.

Deliverable 3: Training, support and maintenance

- Present the database and portal to the union
- Identify in collaboration with the union key power users of the database for additional training on how to update data and maintain the database
- Train power users of database and provide technical support to them as needed
- Provide basic training for front end users of the database in the union
- 1 year contract for maintenance support as needed

External collaborator qualifications

- Bachelor's degree in computer science or relevant field
- Experience with database development
- Experience with gathering data from diverse stakeholders
- Coding and technical skills
- Good written and verbal English communication skills
- Fluency in Arabic
- Institutions are encouraged to apply to increase the availability of resources and skills

Timeline

Start date: 1/7/2023

End date: 31/12/2023

Supervision

The consultant will report to the President of the General Trade Union of Workers in Textile, Garment and Clothing Industries, Fathallah Al Omrani.

Payment Schedule

The consultant will only be paid upon satisfactory completion and approval of deliverables and upon receipt of signed invoices as follows:

Deliverable	Payment percentage
Deliverable 1: Database and portal mapping and planning, including creating forms for gathering needed data.	25%
Deliverable 2: Develop database and portal and regular review mechanisms	45%
Deliverable 3: Training, support and maintenance	30%

Confidentiality

The External Collaboration will sign a contract with Trade Union that contains clauses on confidentiality and non-disclosure.

Submission

All applicants must send their technical and financial proposal to Muna Noufal at noufal@ilo.org. The deadline to submit your application is the 20th of June 2023, at midnight (Jordan time). Only selected applicants will be contacted for an interview.