



UNDERSTANDING DOMESTIC WORKERS PROTECTION & WELFARE POLICY AND EVALUATING ITS APPLICATIONS TO MANAGING HUMAN RESOURCES OF INFORMAL SECTOR IN BANGLADESH



Mohammad Shariful Islam¹⁺
Md. Al Amin²

¹Assistant Professor, Department of Business Administration; School of Business, Bangladesh Army International University of Science and Technology, Comilla, Bangladesh

Email: sharif.coursematerials@gmail.com

(+ Corresponding author)

²Lecturer, Department of Business Administration; School of Business, Bangladesh Army International University of Science and Technology, Comilla, Bangladesh

ABSTRACT

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The aim of this article is to give insights on Domestic Workers Protection and Welfare Policy (DWPWP)-2015 of Bangladesh. It also studied the level of application of the policy and awareness. The methodology of the article is both quantitative and qualitative. In view to evaluate application level, a structured questionnaire has been executed among 150 families of Dhaka City. All respondents are from household family as a key stakeholder. Each set consist of 12 specific questions in accordance with the key provision of the policy. Responses from all families have properly and adequately received. The finding shows that 80% of employers are complying pre-negotiations and fixation of workers salary, provided leave and recreation facilities as per employment condition. In other findings, poor media coverage, Illiteracy of workers, poverty of workers, supports of the social community, Absence of basic awareness course are most important factors behind the lack of awareness about the policy and its applications. Descriptive statistical tools i.e. percentile methods, mean, standard deviations used to show the scenario of application of the policy. Finally, efforts have been given to align the subject matter of the policy with core functions and perspectives of human resources management with identification of some problems and recommendations.

1. INTRODUCTION

Domestic workforces are playing important role in managing daily living. Their efforts and supports make the life easier and prompt for the certain classes of people of society. Over the passage of time, the numbers are increasing gradually align with the growing needs of domestic

supports. The name of relevant areas it is called informal sectors workforces i.e. Households, rest houses, mess, dormitory or every other similar type. As a result of increasing numbers and scope of the work, this becomes recognized as a job that necessitates a proper compliance on employment, training, safety security, working environment, foods and clothing, working and rest hours, health and hygiene, harassment, welfare fund as a social compliance. Recently, the local and international stakeholders, developing partners, donors & NGOs, development Charters, International community, and regional influential bodies have been strongly focused on ensuring the rights and privileges, benefits and welfare of domestic's workforces and recommend to recognizing them as a worker through providing the best possible financial and non-financial rewards with required living tools. In that viewpoint, the Cabinet of Government of the Peoples Republic of Bangladesh approved the Domestic Workers' Protection and Welfare Policy (DWPWP)-2015 with a key provision of registration and legal assistance for workers on December 2015. The policy consists of 16 provisions with clearly defined duties and responsibilities for the three tiers of stakeholder's i.e. employers-workers-Government. Bangladesh as the country is adopting such policy as the country has been a signatory to section-189 of the Geneva Convention (*The Daily Star, 2015*). Through rigorous efforts of nine years, it sees the sunlight to addresses the needs of more than 2 million people, mostly women and children, girls who are employed as domestic workers in Bangladesh.

Bangladesh is a country of having 58.1 million (*Labor force survey, 2013*) workforces. Every year newer types of occupation are evolving with the needs and broadening the scope of employment. The informal sectors workforces are a very old concept and practices in the country and the society. As such domestic labor is also a very old practice that presence everywhere in Bangladesh. Most of the families (i.e. middle class to upper class) are strongly rely on domestic workforces to smoothly managing their household affairs. The job includes cooking, serving food, doing laundry and ironing, food shopping, washing dishes, and mopping the floor, cleaning and maintaining furniture and all other household task performed in and for a household. It also entails the tasks of providing care for children and elderly dependent members of the family.

In economic stands, a big number of workforces of this sector have been directly contributing to the national economy and market economy of Bangladesh which is not taken into consideration. The key sources of such economic exchange by workforces are the salary received from employers. Through this salary, they engaged in purchase process in a market economy. On the other hand, the expenditure of household employer for this purpose is also not recognized as their employment expense. The slower scope of development made the poor growth of industrial development increased the high rate of unemployment. As a result, economic crises and mass political instability made the states to lead to the expansion of the informal sector workforces in the region over a period of time (*Olofin and Folawewo, 2005, 2006*).

In reality, it is an irony that workforces of informal sector are often exposed to different forms of abuses and lack of state recognition as workers. The International Labour Organization (ILO) estimates that about 100 million people work in domestic households worldwide. About 83 percent of these are women or girls and many are migrant workers. In 2011, the ILO adopted Convention 189 titled "Decent Work for Domestic Workers" and Recommendation No. 201, both of which require countries to take steps to improve working conditions for domestic workers. In Bangladesh, a large majority of whom have migrated out of poverty from the rural to urban areas and adopted this profession as a livelihood strategy (*BILS, 2015*).

The general people, think tank of civil society, intellectuals, and educationist in Bangladesh evaluate the domestic workers' policy as key initiatives of the government of Bangladesh. After having a separate policy with some addition from amendment *Bangladesh Labor Law-2006*, the expectation goes up in general mass as well as stakeholders in coming days ahead.

The prime efforts of the study are to explore how the domestic worker's policy can be promoted and best implemented. In light of the scope of the policy how the human resources functions can be aligned to manage a large number of workforces. This descriptive study necessarily focused the

roles and responsibility of the stakeholder's i.e. employer, worker, and the government on ensuring the authentic and absolute way to mitigating the protection and welfare issues of domestic's workforces of the informal sector. One of the important objectives of the descriptive study is to show the steps how the policy has been developed for protecting the rights and interest of the workers and the employers. It will be a further guidance to come with challenges, the recommendations in order to get the best practices and promote among stakeholders. The study has specifically quest of following six objectives.

1. To describe the relevant insights of Domestic Workers Protection and Welfare Policy (DWPWP-2015).
2. To diagnose how is the scope of the policy aligned with the key functions of human resources management.
3. To identify the stakeholders and their roles to play in promoting and implementing.
4. To measure the awareness of household people about the application of the policy.
5. To identify the reasons behind the lack of awareness about the policy.
6. To detect related problems ahead and suggest recommendation.

The strong reason for studying the insights of Domestic Workers Protection and Welfare Policy is particularly how it be fully functioned? The scope and the guidelines of this policy are composed of human resources management functions and it is more important to understand which functions of human resources management can cover each guideline in order to provide a concrete and formal way forward to managing human resources of the informal sector. The policy on domestic workers protection and welfare itself has specific interest as it was a challenge towards Labor Law-2006. Finally, it has been promulgated with integrating other functions and directives of Labour law as an inclusive amendment of the Labour Law-2006.

2. STUDY OF RELATED LITERATURE

Islam and Rahman (2015) define the importance of promoting labor law to manage human resources function in the organization. They discussed the perspectives and challenges where it shows in scope that, the Labor law-2006 didn't talk about the vast majority of workforces in the informal sector. So, Domestic workers are the informal sector who needs to be addressed.

Edwards *et al.* (2003) in their study shows that because of having different labor laws and different types of implications it effects in overall employment practice which directly influencing enterprise market context and internal processes. On the top, having multiple employment laws raises firms' labor costs and adds to their administrative cost burdens. Big sized firms though manage some way but the impacts on small-mid scale firms may be particularly acute for their limited administrative resources and their economic vulnerability. The study didn't specifically mention the areas of informal sectors workforces except for only implication and labor law.

Biswas (2010) and Hossain (2010) note that domestic workers in Bangladesh are not sufficiently organized to develop a united resistance against exploitation and abuse, due to the fact that they are mostly confined to private households and have few opportunities to exchange their ideas. In addition, they have the very little educational background and barely recognize the importance of collective bargaining for state recognition (BILS, 2015). The study only states about organized effort which may be a driving force of making a separate code of conduct.

(Justice, 2002) and (Salter, 2002) in their separate study note that informal economy has suffered from ambiguity due to nature, size, classifications where there is very little information available on how workforces are managing in the informal sector. Their study concludes on the lack of relevant information and also indicates difficulties to pinpoint specific problems related to occupational safety, health, wages, employment relation and decent works of informal sector workforces.

Earlier there was [Domestic Servants Registration Act 1961](#), the only law of pre-independence of Bangladesh. Again, the Act is only applicable in metropolitan Dhaka City. According to the law, domestic workers are required to furnish registration at the nearest police station. Other general laws, i.e. Penal Code, the Code of Criminal Procedure and the law against the repression of women and children may address some of the issues related to domestic workers, but they are rarely enforced to protect their rights ([BILS, 2015](#)). Even there is no reference to the single registration of workers in Dhaka city under [Domestic Servants Registration Act 1961](#).

3. CONCEPTS OF INFORMAL EMPLOYMENT & DOMESTIC WORKFORCES

Informal employment is a job-based concept and encompasses that job that generally lacks basic social or legal protection of employment benefits and may be found in informal sectors, formal sectors, households. Nearly all categories of informal sector employment are also classified an informal employment. The informal employment rate is considered as important indicators regarding the quality of employment in an economy. A person can be defined as working in the informal sector in terms of their main activity ([BBS, LFS 2013](#)).

- All individual job based informal employment-operationally comprises all employed persons in the non-agriculture sector wages and salaried workers (employees) with no pension, no contribution to a retirement fund.
- All contributing family workers.
- All employers and own-account workers in the informal sector enterprises (Operationally defined as all private unincorporated enterprises involving in non-agricultural work that doesn't have registrations.
- All own-account workers employed in a private household.

“Domestic servant” includes any and every person employed wholly or partly as a cook, house servant, waiter, butler, maidservant, valet, bar attendant, groom, gardener, wash-man or watchman, but an employee shall not include any such employee employed wholly or partly in connection with or in relation to any commercial or industrial enterprises ([ILO, 2007](#)). With this definition, a domestic worker (household helper or domestic aid) included any person employed in and about a private residence either wholly or partly in any of the following capacities – cook, house servant, bar attendant, footman, chauffeur, groom, gardener, launderer or watch keeper. It is to be mentioned that, since then various countries have adopted this definition and defined domestic work in different ways as per country standard ([D’Souza, 2010](#)). The definition of Domestic work according to the International Standard Classification of Occupations (ISCO) (a) the term “domestic work” means work performed in or for a household or households; (b) the term “domestic worker” means any person engaged in domestic work within an employment relationship; (c) a person who performs domestic work only occasionally or sporadically and not on an occupational basis is not a domestic worker. In Bangladesh, privately owned houses, mess, dormitory, and all every other similar place where domestic workers are serving as full-time or part-time natures.

3.1. General activity of domestic worker

In fact, there is no clear indication given about the areas of the job to be performed by a domestic’s worker. Hence, it is mentioning the personalized job as deemed to be required by the employer. Furthermore, the job needs to be an understandable list to be performed as a general activity. International Standard Classification of Occupations (ISCO) has enumerated the list of general activity to be performed by the domestic workforces which could be considered in the context of Bangladesh as well.

3.1.1. Activity for babies

- a) To act as caretaker for babies of the household family.
- b) To facilitate schoolchildren at lunch or other school breaks.
- c) To assisting children in bathing, dress and feed them.

- d) Taking children to and from school and playing games with children or entertaining children.
- e) Maintaining order in children's bedrooms and playrooms.
- f) To facilitate medicine and Medicare for babies.

3.1.2. Activity for family as a whole

- a) Serving food – prepared by them or others – and feeding persons needing help.
- b) Domestic and related helpers, cleaners and launderers” at private households, hotels, offices, hospitals and other establishments, as well as a variety of vehicles to keep interiors and fixtures clean.
- c) Performing and supervising all other related tasks.

3.1.3. Activity for age-old

- a) Assisting persons in getting into and out of bed and making the appropriate change in a dress for the old age person.
- b) Attend to various personal needs and in general, provide personal care for persons because of physical or mental illness or disability or because of impairment due to old age.
- c) Assist in changing bed linen and helping persons with their bath and toilet.
- d) Giving or ensuring that persons take the necessary medicament.
- e) Watching for any sign of deterioration in the person's health and informing the relevant medical doctor.

4. OBJECTIVES AND THE SCOPE OF THE POLICY.

The foremost objective of **Domestic Workers Protection and Welfare Policy (DWPWP)-2015** is to protect the domestic's workers and ensure their welfare. It further focused the role of stakeholders other than workers to assure effective implementation and soliciting assistance to cater a smooth and sound employment practices. Among the 16 provisions of the policy, the most important was “fair wages”. The other key provisions in the policy focuses on some issues, such as the registration of domestic workers, fixation of salary/wages, provide employment contract, issuance of identity cards, nature of agreement between the employers and domestic workers or their guardians, the amount and method of payment, the nature and duration of their works, scope of leisure and entertainment for domestic workers, leave and working hours, vocational & regular training, hospitality, religious freedom, health care supports and other facilities for them. The policy also discusses taking legal recourses in dealing with human rights abuses i.e physical, verbal, sexual abuses and criminal offenses either committed by domestic workers or their employers. The policy again suggested a central monitoring cell and local monitoring cell at the Dhaka City Corporation and all other district and sub-district level. It's emphasis on forming 24 hours helpline system and creates more public awareness through rigorous efforts ([The Daily Prothom Alo, 2016](#)).

In view of continuous visions, it is expected that the policy would be removing some drawbacks and improving some identified demotivational situations i.e. Lack of education opportunity, Lack of recreation, Use of bad word, Physical Torture, Threat of Unemployed, work pressure behind capacity, Sexual harassments, Lack of Security, Mental Frustration amongst the workers. The policy will be effective for household worker, employer and all associated person of his/her family, related other people, institutions, agencies and every other person of law enforcing agencies ([DWPWP, 2015](#)).

5. METHODOLOGY AND DATA SOURCES

The study has conducted on understanding the policy and evaluates the applications of subject matters among stakeholders through descriptive analysis. The nature of the analysis is both quantitative and qualitative. This was primarily conducted on secondary data. Later, it was supported by primary data. To conduct the study secondary data has been searched to clear the

understanding and insights of the policy. Among the data sources concerned law, relevant policies, Bangladesh Institute of Labour Studies (BILS), Newspaper, NGO, working paper of DFID, International Standard Classification of Occupations, ILO, relevant local and international periodicals, reports, conference papers, working papers, magazines, website and other e-sources are most visited.

The primary data has been collected from 150 households from Dhaka city who represent the population of the study. Primary information has been collected through personal interview, descriptive questionnaire for a period of 3 months from December 2016 to February 2017. Focused group discussion has been conducted among the workers. Data arranged in statistical table and elements have been tested by descriptive statistical methods. Analysis, Interpretation, a summary of findings is completely on primary data whereas the recommendation and conclusion are based on both primary and secondary data due to nature of the study. SPSS 20 and MSEXCEL used to make descriptive statistical analysis for the study.

5.1. Sample characteristics

The sample size was 150 that represent the entire population. No randomization was used. Judgment sampling was used as the budget and time constraint. The sample has following characteristics:

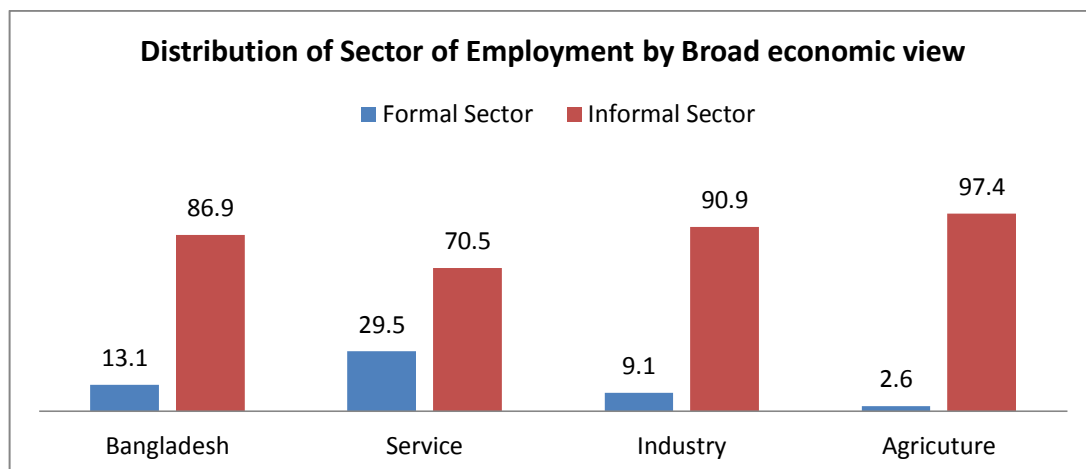
Characteristics	Numbers
Age	
15-25	30
26-35	25
36-45	25
46-55	20
Education	
Below High School	35
HSC	25
Bachelor degree	30
Masters	10
Annual Income of family	
Below BDT 30,000	10
BDT 30,000-40,000	40
BDT 41,000-50,000	25
BDT 51,000-60,000	15

5.2. Research Design

Arrangement	Descriptions
Research design	Initial exploration about the content, scope, chronology of inception, description of stakeholders and their roles as per the policy. After that analysis the application level with awareness level among stakeholders.
Research Methods	Qualitative and Quantitative through data and questionnaire, Interview, Group discussion.
Data Used	Primary and Secondary
Scaling Techniques	Structures Questionnaire i.e 1=Yes and 2=No
Analytical tools used	Descriptive statistics Percentile, Mean, SD, Charts
Sample size	150

6. THE SCENARIO OF EMPLOYMENT IN THE INFORMAL SECTOR

The employment scenario in the informal sector is a good number. In three broad category of industry i.e. agriculture, services and industry is a big premise of the informal employment. Push and pull factor i.e. economic, social, political has influence role in internal migration within the country that creates good numbers of employment in the informal sector (Zakiul, 2014). Hence, in the village, there are also numbers of informal employment where people work in privately to providing household services in irregular nature, periodic, seasonal, and temporary.



According to (BBS, Labor survey 2013) an estimated 86.9 percent of the 58.1 million employed a person aged 15 and above engaged in the informal sector of employment. The number of employed person in the informal sector of employment in rural areas (38.4 million) was over three times the number of employed person in urban areas (12.0) million. This is likely because most of the work in rural areas was with agriculture and rural business related services and sales.

Table-1. (sector-wise employment) Data in '000

Sector of Employment	Rural			Urban			Bangladesh		
	Informal	Formal	Total	Informal	Formal	Total	Informal	Formal	Total
Agriculture	23004	566	23570	2514	106	2620	25518	672	26190
Services	8379	2491	10870	5587	3352	8939	13966	5843	19809
Industry	7060	417	7477	3909	687	4596	10969	1104	12073
Total	38443	3474	41917	12010	4145	16155	50453	7619	58072

Employed populations aged 15 Plus and above by formal/informal sector, economic sector, and area

Table-2. (Gender wise employment) Data in '000

Employment	Rural			Urban			Bangladesh		
	Female	Male	Total	Female	Male	Total	Male	Female	Total
Informal	11655	26993	38648	3557	8570	12127	35563	15212	50775
Formal	646	2524	3170	989	3039	4028	5664	1635	7299
Total	12301	29517	41818	4546	11609	16155	41126	16847	57973

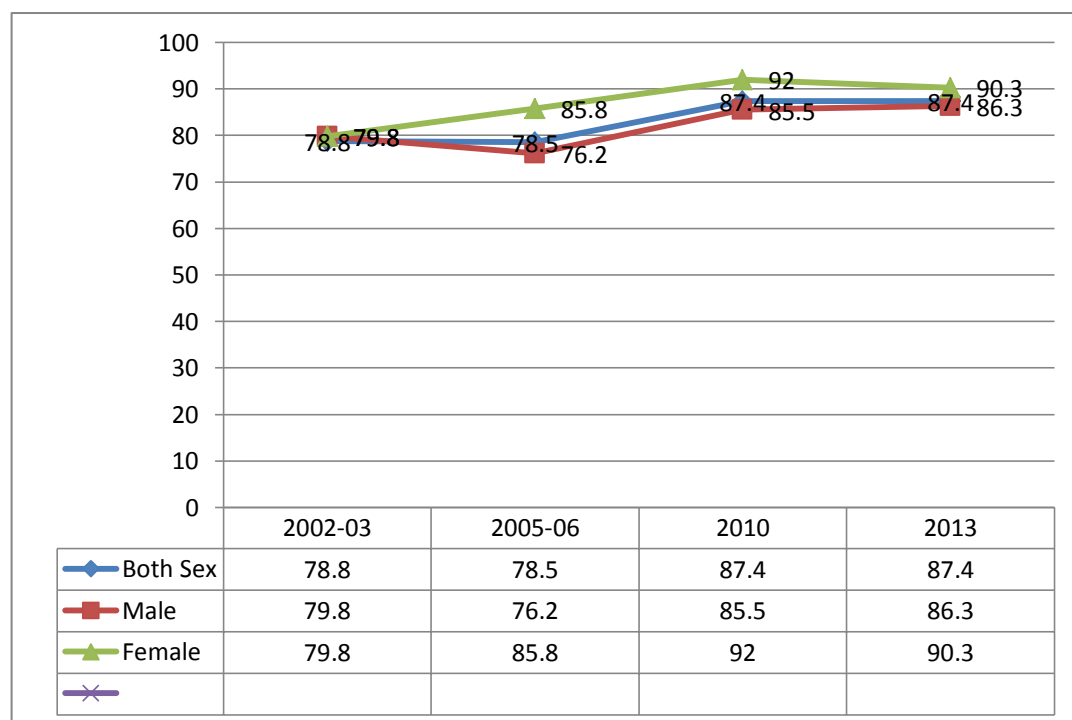
According to the data in the table, the contribution of the informal sector of employment in urban areas was 75.1 percent and in rural areas, it was 92.2 percent. In rural areas, 94.8 percent of the females are in the informal sector of employment whereas it was 78.2 percent in urban areas. At the national level, only 9.7 percent female is engaged in the formal sector of employment and it was 13.7 percent for the male counterparts.

Table-3. (Employment in age group)

Age Group	Rural			Urban			Bangladesh		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
15-29	8900	5856	14756	2933	2000	4933	5664	7856	13520
30-64	16211	5400	21611	5298	1467	6765	21509	6867	28376
65+	1882	399	2281	338	89	427	2220	488	2708
Total	25111	11256	36367	8231	3467	11698	33342	14723	48065

6.1. Trends of growing Informal employment

The proportionate distribution of informal employment over the years is given in the chart. It is to be noted that, the estimates may be strictly comparable as the definition of informal employment was not unique over the time. In the chart, it revealed the number is gradually increased. More importantly, compared to the male number, the female's participation is to highest.



Sources: BBS, Labour force survey 2013

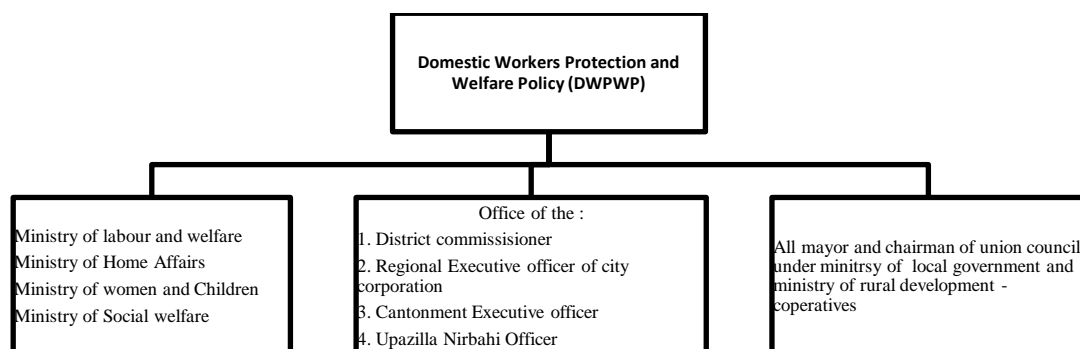
7. CHRONOLOGY OF ADOPTING THE POLICY

It was the history of nine years to get a policy for Bangladesh. A good number of continuous and tireless efforts have extended by the respective bodies and team to make the policy to be approved. The approval of the Domestic Workers' Protection and Welfare Policy 2015 has marked the end of a long-drawn-out effort by the Domestic Workers Rights Network to ascertain state recognition of the domestic caregiver profession (Ashraf, 2016).

No.	Years	Action Progress
1	2006	Bangladesh Parliament Pass the Labour Act 2006
	2006	<ul style="list-style-type: none"> ▪ Domestic Workers' Rights Network (DWRN)formed ▪ 32 organizations comprising trade unions, human rights organizations and NGOs are a member of the Network.
2	2007	<ul style="list-style-type: none"> ▪ The first meeting of ' Domestic Workers' Rights Network (DWRN) held on January ▪ DWRN workshop on labor law in June.
3	2008	<ul style="list-style-type: none"> ▪ 7-members of DWRN committee meet with Labor Minister at his office in January. ▪ Labor Minister entrusted them to draft code of conduct of domestic workers on July. ▪ 5-members of committee submitted a draft code of conduct and submitted to the labor ministry in August. ▪ DWRN meeting in the Labor secretary and decided to revise the code of conduct in light of national laws and international practices on October.
4	2009	<ul style="list-style-type: none"> ▪ 3-Member's core committee comprising DWRN and Bangladesh National Women Lawyers' Association (BNWLA), and Labor Ministry produces revised the code of conducts for labor ministry on April.
5	2010	<ul style="list-style-type: none"> ▪ DWRN resubmit the revised Domestic Workers Protection and Welfare Policy (DWPWP) to Labor ministry; ministry sends it to a different organization for comment on January. ▪ DWRN send a revised DWPWP to labor ministry; adds ILO plans to adopt a convention on domestic workers in September.
6	2011	<ul style="list-style-type: none"> ▪ High court issues a 10 point directive on domestic workers On February. ▪ ILO adopts C189 on domestic workers on June.
7	2014	<ul style="list-style-type: none"> ▪ Labor Ministry sends the DWPWP to 11 concerned ministries for their feedback on April. ▪ Labor Ministry Incorporated feedback on DWPWP from other ministries on September. ▪ Core committee of Tripartite Consultative Council (TCC) formed on November
8	2015	<ul style="list-style-type: none"> ▪ 3-Meeting of Tripartite Consultative Council (TCC) core committee held on January-February. ▪ DWPWP gets cabinet approval in December 2015.

8. THE ROLE AND RESPONSIBILITY OF STAKEHOLDERS TO IMPLEMENTATION THE POLICY (IN STRUCTURES)

The policy depicts areas and responsibilities of key stakeholders. The three level of stakeholders includes employer, government, and worker themselves.



Ministries/Divisions	Employer	Worker
Implementation of existing laws and ensuring justice in cases of every kind of exploitation or abuse. This to be arranged by the Ministry of Home Affairs, Women and Children Social Welfare.	<ul style="list-style-type: none"> ▪ Shall conduct human behavior instead of being rude, physical and, mental exploitation. ▪ Ensure & provide all other rights & privilege as per the policy. 	<ul style="list-style-type: none"> ▪ Shall develop a good mutual trust and confidence with the employer. ▪ No such behave that may hamper the trust between.
Vetting of any amendment to labor law or formulation of a separate law for domestic workers.	Provide necessary education and skill training to take care of the child, old and disabled of the family.	<ul style="list-style-type: none"> ▪ Shall be responsible for every takes care and look after the houses in absence of employer or his representative, relatives
<ul style="list-style-type: none"> ▪ To facilitate inspection of domestic workers' conditions through local government bodies such as city corporations, municipalities or union councils under patronization of Local Government, Rural Development, and Cooperatives. ▪ Provide support for the dissemination of DWPWP 2015 through radio, television, mobile message, posturing, leaflet, booklet etc under information ministry and Medias. ▪ Also, promote the policy through social media such as Facebook, LinkedIn, Twitter, Instagram, WhatsApp, Viber, etc. ▪ To launch helpline system for domestic workers. 	<ul style="list-style-type: none"> ▪ Appointment letter & Identity Card for the domestic workers ▪ Fix salary so that there is reasonable social living. ▪ Provide welfare fund and doctors. ▪ Payment of wage within 7 days of following months and payment of festival Allowance. ▪ Shall arrange a bank deposit for savings and monetary security in case of guardian fewer workers. ▪ Treat workers as an employee, not servants. 	<ul style="list-style-type: none"> ▪ Shall not going outside of the home, work premises without prior permission of the employer of his authorize and shall not take any conversation with an unknown person outside. ▪ Be responsible for taking utmost care to age-old, child, disabled. ▪ Shall not destroy any asset of the employer due to negligence and anger.
Promote skills development training for domestic workers so they can work abroad and send back remittances by Ministry of Expatriates' Welfare and Overseas Employment	<ul style="list-style-type: none"> ▪ Segregation of working hours with sufficient leisure, recreations. ▪ Adequate number of leave and maternity benefits ▪ Safe and hygiene sleeping place ▪ Provide hygiene food facility. ▪ Compensation to the injured/dead workers 	<ul style="list-style-type: none"> ▪ Giving one-month prior notice to the employer for dissolving the work. ▪ Submit complaints to the concerned authority ▪ Need to maintain working hours as per employment policy. ▪ Take necessary training to handle technology-related functions.

9. EXPLAINING THE POLICY FROM THE FUNCTIONAL PERSPECTIVE OF HUMAN RESOURCES MANAGEMENT

Informal sector workforces are suffering from the difficulties of very poor working condition (Barwa, 1995), poor accommodation and no permanent shelter (Yankson, 1992), employment contracts & collective bargaining agreements, extreme wage flexibility, seasonal or hired employment, child labour, leave not allowed, excessive working hours, unpaid or improper overtime payments, wages below a minimum living standard, poor occupational health safety standards, little job security, absence of social security, freedom social services, absence of education and training,

lack of social mobility, a high economic as well as personal dependency on employers (Tesselaar, 1998). Defining all above as Human Resources Management situation, it can be improved only through applying the key functions of human resources in respective fields. Giving an organizational as well as a physical platform is also important to draw a required number of attentions by concern parties and the stakeholders. The policy defined most of the key areas of human resources management functions. As such, the inception of the policy may as a whole guide and develop a clear indication on developing the human resources management situations of the industry upon proper function by the parties. As a law it inculcates the key functions of human resources management i.e Recruitment-types of employment, employment conditions, leave and working hours, compensation& benefits- Salary, agreed on salary, payment of salary, Training-overseas and local, work safety, health-hygiene, employment separations & benefits, grievance & disciplinary process-monitoring cell, helpline facility of the human resources working in the sector.

According to the policy, following functions are suggested to be promoted in order to turn a standard of the benefit of the policy by all parties.

9.1. Recruitment perspective

No Institution, organization or even privately own employment can properly and adequately stand with quality resources unless there is a standard of recruitment and people acquisition system. Compared to the large firms, recruiting and maintaining good employees represents a major challenge for many informal small firms (Hornsby & Kuratko, 2003; Mathis & Jackson, 2008). Recruitment and selection ensure the quality human resources to be supplied for the right job. So recruitment system consists of many elements which need a right and absolute attention.

- (1) Types of employment: The DWPW policy has emphasized on the types of employment can be both part-time and full-time basis.
- (2) Employment contract: Must include the date of employment, wages, rest time and leave, nature of works, living and feeding facility, clothes and physical cleanliness are mandatory of the domestic workers.
- (3) Age and age estimation: The age should be determined as per Bangladesh Labour law-2006. Where minimum 14 years of age but in the case of light works the age could be 12 as child labor. None could be recruited below the age of 12 and in the case of 12 years, this has to ensure that education will not be disrupted.
- (4) Health checkup: Before recruitment, the report of registered doctor has to be checked.
- (5) Working Hours, Recreations & Leave: Working hours should be fixed in such a way so that, the worker may get sufficient rest, sleep, recreation and leave.
- (6) Maternity Leave: 16 weeks of leave with salary where 4 weeks should be prior to the expected date of delivery and 12 weeks should after delivery. It should be ensured that the worker is not given hard work during maternity period.

9.2. Training perspective

Training is said to be the lifeblood of human resources management function. Training consist of on the job and off the job. Training assists and accelerates an employee to gain and moving ahead of his skill in order to maximize the performance of a given job standard. Kozłowski *et al.* (2000) suggests an approach to organizational improvement and development based on enhancing the knowledge, skills and attitudes or abilities of the workforce. Under the policy following elements are specifically addressed.

- (1) Overseas employment: Under the policy, the government has an emphasis on overseas employment of domestic's workers. In that case, respective ministry and governmental-nongovernmental body may initiative to facilitate skill development training.
- (2) Local: In the case of any local employment, the policy also encouraged the initiative of an individual or the private institutions to promote training facility for domestic workers.
- (3) Others: all necessary training, education, and socialization have to be ensured i.e age old, disabled, child care to make the best use of resources and skill of the worker.

9.3. Compensation and benefits perspective

Compensation and Benefits are one of the key elements of managing human resources. It includes extrinsic and intrinsic compensation to the workforces as per the terms of employment and organizational policies. Abbasi and Hollman (2000) in their study have identified lack of competitive compensation system is some reasons for employee turnover. Domestic worker policy has suggested following compensation and benefits guidelines. The policy emphasizes in line with the Bangladesh Labour Law-2006.

- (1) Fixation of Salary: Wages should be fixed upon discussion between the parties. But it must ensure that worker can live a reasonably better living. Providing clothes and liveries would be treated as the addition of monthly wages. In the case of a part-time worker, the wages should be fixed a per the hourly rate.
- (2) Salary payments: Payment of monthly wages must be finished by seventh of following months.
- (3) Treatment and medical facility: The workers have to be given treatment in case of any illness and injury in case maternity, it is suggested to the employer to facilitate government medical clinics.
- (4) Accident and Injury: Employer shall be compensating in the case of any injury and accident at the time of working.
- (5) Benefits from welfare fund: The worker has to be given benefits from Bangladesh Labor welfare fund-2006.

9.4. Grievance procedures

Managing grievance is one of the important functions of human resources management. A grievance may be explicit and implicit in nature and based on the job. In light of domestic workers policy, some guideline is suggested to work ahead for handling grievance and litigations.

- (1) In the case of abuse: If any worker is been abused by the employer or the employer is violating the law can immediately ask for assistance to government monitoring cell, human rights associations and worker associations by telephone, physical contact, sending written applications.
- (2) Assistance from support center helpline: The helpline set under inspector of factories and establishment, Government of Bangladesh using number 08004455000 and the helpline at the ministry of women and child affairs number is 10921.

9.5. Employment separation perspective

Separation of the employee is a function where the human resources department plays a key role. It is the task of separating employee through ensuring the policy and the law. Separation can take place from either party i.e. employer or employee in due courses. The domestic worker policy highlights following compliance in case of employment separations.

- (1) Separation from services: Either party may provide 30 days notice in an understandable situation.
- (2) Instant separations: In case instant termination by the employer, the employer must pay 30 days salary.
- (3) In the case of worker leave the job without prior notification and or left home without intimating the employer, the employer shall make a general diary to nearest police station and should mention the loss of any monetary goods, items from house/premise.

10. DATA PRESENTATION, ANALYSIS OF FINDINGS AND EVALUATIONS

10.1. Presentation of Data

Table-4. Data according to Service Tenure of Workers

Service Tenure	Response	Percent
1-3 years	60	40%
3-5 years	40	27%
5-8 years	30	20%
8 Plus years	20	13%
Total	150	100%

Table-5. Family size versus number of workers

Number of Members in family	Number of workers	Respondent
3	1	20
5	1	40
4	1	60
8	2	30
Total		150

Table-6. Types of workers

Types	Respondent	Percent
Part time	50	33%
Full time	70	47%
Part time and full time	30	20%

10.2. Analysis of findings and evaluations

The findings of the study have been stressed to evaluate the awareness of the policy among the general level of families who employed domestic workers. Respondent has been replied to the questions and data exhibits in descriptive statistical methods.

Table-7. Percentile response on statements

Findings Statements		Response		Percentage	
		1	2	1	2
1	Aware about the DWPW policy	10	140	7%	93%
2	Aware of the content of the policy	10	140	7%	93%
3	Employment/ contract Letter Provided	20	130	13%	87%
4	Salary revised every years	100	50	67%	33%
5	Education facility is given to worker	50	100	33%	67%
6	Clothing and Liveries are provided	120	30	80%	20%
7	Leave, working hours, recreation are is provided	120	30	80%	20%
8	Maternity leave is provided with payment	10	140	7%	93%
9	Provided training as per work nature	70	80	47%	53%
10	Salary and benefits fix upon negotiations	130	20	87%	13%
11	Regular payment is made if left	20	130	13%	87%
12	Worker get rights and scope to share every grievance	110	40	73%	27%

(1 = Yes, 2 = No)

Table-8. Mean and standard deviation of response

Statement	1	2	3	4	5	6	7	8	9	10	11	12
N Valid	150	150	150	150	150	150	150	150	150	150	150	150
Mean	1.27	1.93	1.93	1.87	1.33	1.67	1.20	1.20	1.93	1.53	1.13	1.87
Std. Deviation	0.44	0.25	0.25	0.34	0.47	0.47	0.40	0.40	0.25	0.50	0.34	0.34

Source: Data analysis (1 to 12 meant the "each statement")

In the above presentation on 12 statements from 150 household employers of Dhaka City, the highest percentage (87%) shows in a *Statement no. 10* (Mean=1.53 and SD=0.50) that salary and benefits are fixed upon negotiations of both parties where *statement no.7* (Mean=1.20 and SD=0.40) leave and recreation facilities provided as per the needs of the worker (80%). Though this condition is fulfilled the requirement of the policy to be followed the employer does it as a common phenomenon of recruitment and retention of the worker. They do not follow same as an impacts or awareness of the policy.

Statement no. 1, 2, 8 (Mean=1.27, SD=0.44, and Mean=1.93, SD=0.25 and Mean=1.20, SD=0.40) falls in the same percentage (7%) which clearly indicates that there are huge legged behind of awareness of the policy as a whole among the stakeholders. Workers are not given maternity benefits as it resulted that, most of the workers are at the age of below 20 and unmarried. Hence, some employer replied that they allowed maternity leave but after the left finished worker never come back in works nor even communicated with employers.

Statement no.3 (Mean=1.93 and SD=0.25) exhibits a very nominal number (13%) who practices of the policy. As such, it necessitates the rest needs immediate attention to follow and comply as per the policy guidance.

Statement no.4 (Mean=1.87 and SD=0.34) shows a reasonable response (67%). The revision of salary is depending on employment condition. In the case of part-time employment there is no revision in every year as it depends on the tenure of service and other conditions of paying festival bonuses but in the case of full-time, it is practiced even if other payments system exist.

Statement no.5 (Mean=1.33 and SD=0.47) shows the percentage (33%) where some worker recruited at the age of 15 plus. Usually, they come for works leaving primary school having very weak result or irregularity at school or left school. On the other hand, sometimes sending worker outside of the residential area or flat is a high risk in terms of security and protection. In the same statement, it results that some employer arranged in-house education and personally guide the worker to learn primary education and reading. The employer arranges primary school level books and even the Arabic books in case of Muslims to learn the know-how of pray. *Statement no. 6* (Mean=1.67 and SD=0.47) represents response (80%). It results that, most of the employer provide clothes and liveries facilities to the workers. In maximum cases, the clothing is given as extra. No deduction of salary is made for clothing.

Statement no.9 (Mean=1.93 and SD=0.25) presents the response of (47%). It results that, in case of technical nature job and handling appliances inside home i.e. washing machine, electric oven, irons, electric cookers & kettle, deep fridges all other electronic appliances, gas burners, fire extinguishers, security systems, maintenance of baby rooms, bathing, dressing, food of baby and old person, playing games using electronic tools necessary training is provided. In most of the time, the housewife guide and help to know the basics of know-how. Some family made a handwritten manual. In the case of employment for overseas, if the household family moved to overseas than worker also given some special training on respective country rules and household management system, child caring, an old man caring, educating policies, security system etc. In some special cases, the government training also provided.

Statement no. 11 (Mean=1.13 and SD=0.34) shows the response of (13%) which is a poor percentage. It found that most of the left occurred without any prior notifications. Some left case happens immediately after leave is provided to visit parents at the village. Sometimes employer tries to communicate and request to come back and ask to take the due payment but the worker not response to come. Hence, some intentional left also takes place immediately after getting the monthly payments.

Statement no.12 (Mean=1.87 and SD=0.34) shows a reasonable response which is a good to the application of the policy. It's further found that in some cases, workers themselves kept quiet to express any grievance by their own. Hence, the employer never restricts them to submit the grievance of workers.

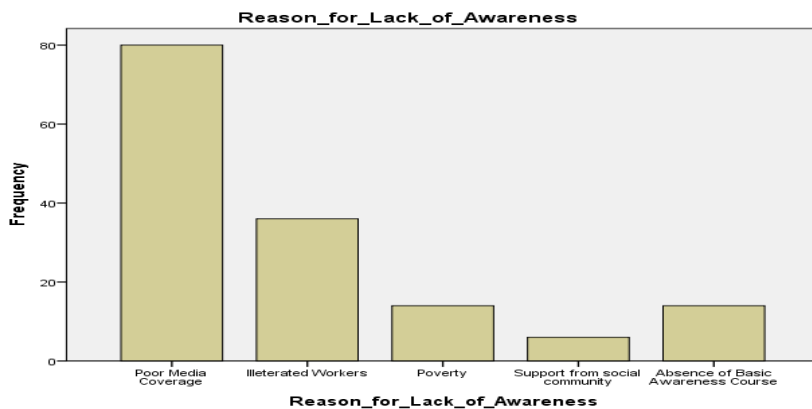
10.3. Reasons for lack of awareness

The study envisioned to find out the application level where “Awareness about the policy and its subject matter” has considered as key factors among others. As such, further analysis has been made to find out the reason behind the lack of awareness. It is quite impossible to make fruitful implementation and cater the best applications without having mass stakeholders’ awareness. As 140 households said that they are not aware of DWPWP, a rank order question was asked to 150 samples in order to find out basic reasons for the lack of awareness. The results are shown below with a frequency distribution. Five common reasons i.e. poor media coverage, illiteracy of workers, poverty of workers, supports of social community, Absence of basic awareness course from educational institutions behind the lack of awareness has been identified.

Reason for Lack of Awareness		
N	Valid	150
	Missing	0
Mean		1.92
Std. Deviation		1.277

Table-9. Reason for lack of awareness

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor Media Coverage	80	53.3	53.3	53.3
	Illiteracy of Workers	36	24.0	24.0	77.3
	Poverty of workers	14	9.3	9.3	86.7
	Supports of Social community	6	4.0	4.0	90.7
	Absence of basic awareness course	14	9.3	9.3	100.0
	Total	150	100.0	100.0	



The Bar chart shows that poor media coverage (53.3%) is the prime reason of fewer workers' awareness regarding DWPWP implementation. Still, now Initiatives are not taken regarding TVC (Television Commercials), RDC (Radio Commercials), press conferences with workers, outdoor activities such as billboards, banners, danglers, leaflets and wall paintings to promote DWPWP Policy among stakeholders. Respondents also mentioned regarding the lack of publicity and social media campaign like i.e. Facebook promotion.

The second highest percentage regarding the lack of worker awareness is illiteracy which is 24%. In the case of informal employment maximum workers do not have enough education qualification to get job opportunity in the formal sector. Because of illiteracy, workers are not conscious about DWPWP policy.

Poverty and Absence of basic awareness course lack of confidence got the equal percentage of 9.3% respectively. World Bank (2010) mentioned 31.5% of total people living in poverty line in 2010 though this percentage is declining which was 40% in 2005. Domestic workers actually stay in poverty line which is another important reason for less awareness about their life and DWPWP. Supports from the social community of grass root level also play an important role in urban and rural areas for creating awareness.

11. PROBLEMS AND LIMITATIONS OF THE POLICY TO MANAGE WORKFORCES

Since the country being independence, it took apparently 44 years to get an approved policy of domestic workers protection and welfare. Over this long period, the mindset of the stakeholder already was impeding with certain stands in respect to managing informal sector workforces. So the opportunity to improve employability and working conditions to manage big numbers of resources may not so easy to resolve things overnights considering thousands of challenges. We have discussed the role and responsibilities of the stakeholder furnish gradually. Some specific problems are as follows:

- The absence of a right number of workers database: The number of a domestic worker in the informal sector still falls short of authentic data. The only database BBS, Labour force survey captured 15plus aged workers though a big number of the worker is less than that.
- Record of Labour and Employment Ministry. The labor and employment ministry has only data of the worker who pursuits to overseas employment.
- No association of domestic workers: in Bangladesh, there is any association of domestic workers. Though garments workers, transport workers, and other professional bodies have a separate association. The association acts as an influential body.
- Declaration of minimum wages: There are no minimum wages for the domestics workforces. It is still can be a chance for the employer to pay them less. Variation in payments due to the absence of minimum wages for experienced and non-experienced.
- Lack of training facility: There is no government or private training institutions that delegated to arrange training facility for informal sector workers.
- Lack of documentations and file: Generally there is no documentation and file record of employment of domestic's workers.
- Recruited by third parties: In Bangladesh, a big number are recruited by third-party. The third-party takes money from their monthly salary.
- The role of employment agencies: Government only took registration not follow day to day activities.
- Migrant domestic workers: The number of internationally migrating domestic workers from Bangladesh is increasing that making them hard to monitor. Salary level and benefits are not clearly mentioned. The trafficking and sexual harassment become a common phenomenon and servitude.

- Inadaptability with working environment: The domestic workers are facing problems to adopting working environment particularly when they move from urban to town life.
- The absence of basic education and socialization: A Domestic worker who left the house for a job is having no education or socialization with urban life.
- The tendency to running away without information: Mostly it found that, domestic workers runaway the houses without intimation. As a result, it creates a hassle for the employer.
- Not returned once got left: Most of the cases, the domestic workers are not returned to their employer after the allowed for leave.
- The problem to adjust with employer family: Adjusting and adaptability with a new family of employer make the worker de-motivated to stay same.
- Lack of formal appointment: Though it is a kind of moral obligation, in reality, there is no formal appointment.
- Pressure by parents and guardians: Some parents use them as sources of earning. As such, they kept continuous pressure to the household employer and ask for advance payment.
- Less scope of education: The law itself restricts to go outside and talk with outsiders.
- The absence of job descriptions: There are no job descriptions of the domestic worker. As such, it is so private that employer may be able to engage any private and personalized job.
- Forced labor: Because of job location in private place and publicly unopened, so huge scope of forced labor.
- Lack education & local language: Mostly illiterate who cannot read and well conversant in town language.
- Immediate cooperation from legal aid, NGO, workers association is not easily possible if it out of Dhaka city.
- The helpline is not operative on a regular basis. Even the worker is not capable enough to call by helpline for illiteracy and restriction inside the employer house.
- Providing maternity leave benefit is not always possible as an employer can't manage an ad-hoc/replacement worker in for months.
- Push and Pull factors acts as drivers of migration workforces internally and internationally (Zakiul, 2014).
- Most houses are too small living off 2/3 bedrooms so separate sleeping room, recreation is not possible.
- Houses, dormitories and other private workplace are unsafe and the threat of physical and sexual harassments.
- The absence of taking previous experience (if any) into considerations to fix the salary and allowances.
- Lack of workers' awareness on policy for poor media coverage and illiteracy.

12. SUGGESTED SOLUTIONS AND RECOMMENDATIONS

First of all the guideline of the policy may much contribute to mitigating all the problems one by one. The improvement may take a long time since it creates over a long time. Other than the prescriptions of the policy following areas may be an addition to incorporate the policy in a better understandable and perfect way of managing and implementing.

- It is important to make a details policy specifying each and very issues instead of concentrating only a few.
- An extensive effort is a must to disseminate the policy in general mass. As such government, NGO, associations role is the much important.
- A central database of domestic and informal sectors workforces.
- The government may introduce record register and issue work pass or identification number in favor of the person who intends to be a domestic worker.
- Taking a strong collaboration with Bangladesh Labour Law to specify and revisit the employment issues. Apart from that, the law has been categorized the employee level

which creates practical challenges to ensure the equal treatment and parity of the law. (Islam, 2015)

- Governments should also take measures to reduce the uneven development between rural and urban areas that causes the increase in internal migration but also increases the vulnerability of migrants.
- Institutionalizing/Formalizing Domestic Work.
- Mass awareness at every level of the society as well as nations.
- Must have a legitimate contract before a domestic worker or other migrant worker leaves home country to another country.
- Draw policy lessons from other countries which have not only enacted national laws on domestic workers but also ratified the ILO [Domestic Workers Convention 2011](#).
- Revisit some of the provisions of the policy and review that alert the employers.
- June 16 is International domestic workers day that may be celebrating in mass level to promote the significance of the days.
- Monitoring and surprising by a government official to the houses, dormitories and other places.
- Make mandatory submission of workers data, mode of employment by the employers to nearest police stations.
- Also promote the policy through social media such as Facebook, Twitter, Instagram, WhatsApp, Viber, etc.
- Law enforcing agencies needs to be more active, visible and educative towards the community people.
- The government should open domestic workers development institutions as like Department of Youth Development. Along with NGOs can play a vital role to develop domestic workers as qualified human resource.
- Enforcing body need to undertake extensive mass communication such as publicity, press conference, TVC, RDC, and positive word of mouth communication both in rural and urban areas.

13. LIMITATIONS AND SCOPE OF FURTHER STUDY

This study has limitation and it needs an attention to find the scope of future research and analysis for the analyst as well as researcher. Firstly, this is a new policy incorporated. To get a clear picture of implementation it needs a certain number of years to go. After that, a result can be drawn more intensively. So, future study may consider the same.

Secondly, this is a law as a control tower for the stakeholders. Informal sector workforces are still far away to get the insights of the law to ascertain the best benefit from the law. So evaluation of application needs their awareness. Future study may focus on the same point.

Thirdly, to evaluate the application or the implementation level 150 families of Dhaka city are taken as a sample. It is because the vast majority worked in Dhaka city. Despite a good number of the population located to another divisional city, district of Bangladesh. This might happen due to time constraint. There could be more sample from divisions and districts to represent the population in future.

Lastly, among the stakeholders, only families and workers are considered for analysis. A governmental stakeholder is not taken into consideration. It may happen because the article focused on primary stakeholders whom should be workers and employer. It is in the senses that, government stakeholder are the legitimate and monitoring authority to provide all supports. Future study may focus on the role played by the government bodies.

14. CONCLUSION

The study has aimed to exhibit insights of the new policy. No argument that, the policy shall play a key role in promoting and developing human resources or workforces in the informal sector of the country as a whole. For the nature of the study, it has also searched the level as well as scenarios of applications among household stakeholder and evaluated reason behind the lack of awareness. In the annual budget of the FY 2015-16, the government of Bangladesh put a key emphasis on developing human resources. It was for the first time in the history of the national budget. It signifies that the Government of the Peoples Republic of Bangladesh will provide a lot of extra efforts and attention for further development of education, health, and every other social sector in view to developing workforces. From analyst views, these additional efforts mean there would be extensive monitoring, more patronization through projects, an effective affiliation of relevant department and divisions of governmental system to flourish the area, enacting new policies and rules for workforce development. Achieving higher growth in future on these indicators does certainly impacts human resources development. Definitely, Human Resources will have a great effect on the success of the country because it is a basic element to the nations (Islam and Hossain, 2015). Bangladesh is a country where it needs robust actions and initiates to promote the domestics workforces and provide their employability to achieve a sustainable and consistent growth of right workforces. Every organs and subsystem of the socio-economic dimension should come forwards and make rigorous efforts to get the best output through developing workforces.

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