



REPORT

Final Evaluation “Decent Work and Social Protection” Project

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ACRONYMS AND ABBREVIATIONS

| | |
|-------|---|
| CDI | Centre for Development Integration |
| CSO | Civil Society Organization |
| DGD | Directorate-general Development Cooperation and Humanitarian Aid of Belgium |
| GFCD | Research Centre for Gender, Family, and Community Development |
| LIGHT | Institute for Development and Community Health |
| OiV | Oxfam in Vietnam |
| Mnet | Action Network for migrant workers |
| SDRC | Social Development Research and Consultancy |
| ToC | Theory of Change |
| ToR | Terms of References |

ACKNOWLEDGEMENT

This final evaluation would never have happened without open, frank, and constructive discussions with all project stakeholders, for whom the evaluation team very much appreciates. We would like to express our sincere thanks to representative members of Legal Department - Ministry of Labor, Invalids and Social Affairs; Government Authorities and Agencies in Hanoi, Bac Ninh, Hai Duong and HCM City; the representatives of Bac Ninh and Hai Duong Provincial Labor Confederations; Women's Unions in different districts and communes in Hanoi; Cooperatives, Leaders and Activists of typical grassroots workers groups in the Project areas; representatives of Oxfam's implementing partners (CDI, SDRC, LIGHT, GFCD, M.net), staff members of Oxfam in Vietnam, and International Oxfam OH experts for providing us valuable information, inputs and technical supports for completing the final evaluation.

EXECUTIVE SUMMARY

The “Decent Work and Social Protection” programme - phase 2 (2017-2021) funded by DGD is the continuation of the 2014-2016 Program in the ASEAN region to promote social protection for an increasingly vulnerable group in Cambodia, Vietnam and Laos, namely marginalized workers. The specific objective of the programme is “About 200.000 organized marginalized workers in Cambodia, Vietnam and Laos, in particular women can exert their rights and increase their economic and social resilience by influencing the relevant decision makers to expand, finance and deliver social protection more effectively and equitably”. In Vietnam, the target beneficiaries are 20,000 migrant workers (out of which 63% are female) in formal labor-intensive employment (garment and electronics sectors), and informal employment.

This final evaluation has the main objective of exploring to what extent the project has achieved the set objectives in term of **Impact, Effectiveness, Sustainability, Relevance, and Efficiency**. Gender, as a cross cutting issue in the project was also evaluated.

The evaluation employed “Outcome Harvesting” approach, and during the outcome harvesting process, the participatory method was applied. The evaluators facilitated and stipulated participation of relevant stakeholders to collect evidence of what has been achieved, and work backward to determine whether and how the Project has contributed to the changes.

Table below presents the total number of outcomes actually harvested and substantiated (i.e., validating the outcomes with the people who are knowledgeable about the issues addressed by the program):

| | | |
|---|-----------|-------------|
| Total number of outcomes harvested | 63 | 100% |
| Total number of outcomes substantiated | 63 | 100% |
| By 1 substantiator | 35 | 56% |
| By 2 substantiators | 26 | 41% |
| By 3 substantiators | 2 | 3% |
| Outcomes rejected by the evaluators | 1 | 2% |

Key findings:

- **Impact:** The analysis of outcomes data harvested has shown that the programme has high level of impacts. The programme created changes in many social actors, including the policy makers, government authorities, state agencies, migrant workers, and many other stakeholders related to the migrant workers groups. These changes were in labor laws, ensuring the rights of migrant workers (both formal and informal) to social protections, enhancing the workers’ life conditions, and strengthening individual, organizational and network capacity;
- **Effectiveness:** Through the analysis of the outcomes harvested and direct data on beneficiaries collected by the project implementing partners every year, it can be said that the programme is effective in achieving its results. For the result 1, the number of migrant

workers groups (both formal and informal workers) and total target beneficiaries have exceeded the targets (76 groups compared to the target of 57 groups). Through the project, migrant workers have initiated active civic activities or work to claim their legitimate rights. For the result 2, M.net members affirms the capacity (e.g., networking, policy advocacy), prestige (e.g., exposure to international and regional networks), and contribution of M.net in current policy advocacy activities in the country. For the result 3, the approval of the M.net Network's 3 out of 5 proposals/recommendations by policy makers in the revised Labor Code 2019 has helped freelance/ informal workers for the first time to be included in the subjects of application of the Labor Code;

- **Sustainability:** With around 75% of outcomes being *potential for continued multi-stakeholders engagement in the change*, it can be seen that, according to the harvested outcomes, the programme has evidence of sustainability. The programme also has evidence of the sustainability through self-help groups/organizations, particularly some migrant worker groups are being integrated into local mass organizations, some groups of garbage collectors belong to the cooperative system, and some groups of factory workers are independent groups of workers;
- **Relevance:** The programme is in line with the context and the needs of key stakeholders, it enabled to produce impressive outcomes. It can be seen that the implementation of DGD project is very relevant in order to promote the rights and voice of migrant workers, especially female workers, towards better social protection and working conditions;
- **Efficiency:** Due to the constraint in collected data (i.e., could not disaggregate cost data by specific results), the efficiency of the Project is limited to be reflected in three aspects: (1) the governance, coordination and partnership; (2) the disbursement rate, and (3) the proportion of cost types. For the governance, coordination and partnership, all implementing partners of the DGD program have experience in implementing projects on migrant workers and in the project areas. The implementation in the previous project areas of these organizations created favorable conditions for them to take advantage of available resources/conditions such as relationships with local partners and close connection with migrant workers. Leveraging resources/conditions from previous projects helped the DGD program to be more efficient in the process of organizing implementation and advocacy in the locality. M.net played the role of general coordination of project activities for its member organizations built a common understanding among organizations, thereby creating internal solidarity, and the coordination of activities was also more efficient. The project disbursement rate of organizations was relatively good with more than 80%. The project had a relatively high efficiency with effective project management (administrative) costs (at around 30%) and the project budget was mainly devoted to activities (at least 70%);
- **Gender:** Gender is a cross-cutting issue of the project. Participating organizations were committed to implementing gender-related contents such as the number of female beneficiaries, gender indicators and approaches. From 2017 to June 2021: Of the total number of direct and indirect beneficiaries, women always accounted for more than 70-80%. Groups of member organizations had initiatives to promote gender equality. Organizations made policy recommendations to benefit workers such as those for the Labor Code 2019 (effective in 2021), which introduced the concept of sexual violence into

the Law for the first time. With these, it could be concluded that the project has a good gender integration.

Lessons learnt and recommendations:

First, it can be said that the approach to **organizing groups from "Bottom up"** is quite appropriate and is an important factor creating the success of the Project. By forming groups, attracting members to join groups, building the capacity of group leaders and group members, supporting them to organize collective meetings, as well as activities to protect the rights of labors, this contributed to the results of the programme, which are:

- Ensuring the migrant workers' rights to social protection;
- Strengthening individual capacity of the worker group leaders and individual workers;
- Enhancing or improving the life conditions of the migrant workers.

Second, the project organized and operated the group of migrant workers **through civil society organizations**, as well as encouraged **cooperation among them**, contributed to the outcomes of:

- Strengthening individual capacity of the officers in the CSOs;
- Strengthening organizational capacity of the CSOs;
- Increasing the collective actions and collaborations among the CSOs.

Third, civil society organizations, when implementing the Project, **coordinated with local government agencies, mass organizations** (such as the Women's Union), trade unions and other workers' organizations, thereby created outcomes about:

- Strengthening individual capacity of the local government authorities and officers in the mass organizations;
- Strengthening organizational capacity of the mass organizations.

Fourth, by **linking all the above stakeholders**, especially promoting **the role of the M.net network**, the Project studied and provided policy recommendations related to social protections and rights protection of migrant workers, thereby created outcomes on:

- Policies amendment and improvement;
- Strengthening organizational capacity of the network of CSOs;
- Increasing the collective actions and collaborations among the CSOs toward policy advocacy.

Thus, the pattern of change evident in the outcomes seems to work well and suggest that Oxfam and CSOs should continue to adapt this strategy in the future. **For the future similar projects, the following are strongly recommended:**

1. For workers and groups of workers:

It is proposed to set forth the higher objective for the worker groups development, including:

- Organizing workers (formal and informal) and providing capacity-building for worker's organizations;
- Promoting the worker groups to expand its members, or link / network with other groups in the regions or other parts of the Country to increase the influences;
- Encouraging the worker groups to proactively find and work with the trade unions in the enterprises or mass organizations in the districts/communes (in case of informal workers) to have the mutual supports;

- Encouraging the worker groups to establish the “officially and legally recognized ” worker organizations.

2. For the CSOs:

It is of importance to encourage and ensure the CSOs to conduct effectively all the following:

- Promote CSO (including CBOs) network coalition (linking local, national, and regional organizations)
- Capacity building for CSOs in promoting for workers’ rights & organizational development.
- Promote cooperation between various actors: labor unions, NGOs, research organizations, local authorities,... for more effective labor rights defenses;
- Increase international exchange, networking and cooperation for improved learning.
- Working with enterprises to support them to develop culture and policies respecting labor core standards.

3. For coordinating with policy makers, government agencies and mass organizations:

This aims to

- Advocate for better laws and policies on labor and social protection: better standards (national and international), extend coverage to all workers.
- Promote law compliance (national and international);
- Promote responsible business practices (RBP).

I. INTRODUCTION

The “Decent Work and Social Protection” Project - phase 2 (2017-2021) (hereafter referred as “the programme”) funded by the Directorate-general Development Cooperation and Humanitarian Aid of Belgium (DGD) is the continuation of the 2014-2016 Program in the ASEAN region to promote social protection for an increasingly vulnerable group in Cambodia, Vietnam and Laos, namely marginalised workers. The programme is managed by Oxfam in Vietnam (OiV) and implemented in partnership with the Network of Action for Migrant Workers (M.net), and 04 key local NGOs members (CDI, SDRC, LIGHT, and GFCD) who are organizing different migrant workers’ groups in Hanoi, Hai Duong, Bac Ninh and HCMC from 2017 – 2021.

As the programme comes to an end, final evaluation has been commissioned to an independent party, the Transformation and Change Management Consulting Company (T&C Consulting). The evaluation commission is supposed to produce an evaluation report that, in principle, is meant to be self-contained, i.e. containing the essential factual information, as well as conclusions and recommendations.

This report represents the views of the evaluation team that has evaluated the Project. The evaluation team bears sole responsibility for the report in terms of its content, as well as its structure.

1.1. Objectives of the final evaluation

Following the ToR, the main objective of the evaluation is to explore to what extent the project has achieved the set objectives in term of **Impact, Effectiveness, Sustainability, Relevance, and Efficiency**, taking into evaluation of cross-cutting issues of gender.

1.2. Evaluation questions

The evaluation objectives would be realized through answering the following questions:

- 1) What are the outcomes of the Project? In which social actors has the Project influenced changes, and what are the main characteristics of the changes? Are there differences between women and men in the changes? (i.e., Do women have specific context and conditions? Are they specific outcomes related to women? Is the significance/ contribution higher?)
- 2) What were the project contributions to the outcomes? And Why the contributions were incurred?
- 3) To what extent do the outcomes represent the progress toward the project’s specific objectives as stated in the ToC?
- 4) To what extent do the outcomes demonstrate the potential for continued multi-stakeholders engagement in the change and institutionalization?
- 5) What do the pattern of change evident in the outcomes suggest for how the project should continue or adapt its strategies? And what can the project learn from negative, unintended outcomes?

II. THE DECENT WORK AND SOCIAL PROTECTION PROJECT

2.1. General context

Migrant worker rights and issues in Vietnam are more and more concerned by the Government and related organizations (i.e., NGOs, development donors). Number of Vietnamese men and women migrate from rural areas to cities in the hope of a better life is increasingly growing. One recent estimate by the General Statistics Office suggests that up to more than five million people could be migrants, about half of them women.

Many migrants end up working in industrial zones. While factory workers are usually paid slightly more than the minimum wage, this is often not enough to cover all their expenses, and many therefore need to work substantially overtime. A number of migrant factory workers are employed on short-term labor contracts and as a result are not part of social protection schemes.

About 79 percent of Vietnam's labor force, including a large number of migrants, is employed in the informal economy. This includes self-employed workers, unpaid domestic workers, workers in informal enterprises, and informal workers in formal settings, such as short-term factory workers. The women and men working in the informal economy have no or very little legal protection. They are not able to negotiate collectively for better pay and lack access to social protection measures that would help them if they became unemployed, sick or when they grow old. For example, only 23 percent of informal migrant workers have health insurance, and none benefit from social insurance.

Both migrant and informal workers often face poor working and living conditions, with low and insecure incomes, long working hours and precarious employment. In addition, many migrants and informal workers are not able to access social services such as health care and education. This is particularly a problem for migrants who are not registered as permanent residents in the place they reside, and are therefore not entitled to public services where they currently live.

Oxfam is helping to make sure that migrant and informal workers in Vietnam, particularly women, are able to defend their rights and have improved access to social protection. This includes a regional program covering Cambodia, Laos and Vietnam, and several smaller national projects.

2.2. The decent work and social protection Project

Regionally, the objective of this programme is:

"About 200.000 organized marginalized workers in Cambodia, Vietnam and Laos, in particular women, can exert their rights and increase their economic and social resilience by influencing the relevant decision makers to expand, finance and deliver social protection more effectively and equitably".

In Vietnam, the **target beneficiaries** are 20,000 migrant workers (out of which 63% are female) in formal labor-intensive employment (garment and electronics sectors), and informal employment. The Project aims at achieving three results:

- **Result 1:** The leaders and activists of 57 grassroots groups of internal migrant workers have built awareness and knowledge on migrant workers' rights to Social Protection,

demonstrate democratic and gender-sensitive leadership, and engage in advocacy to defend these rights.

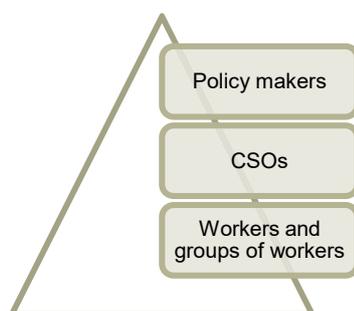
- Result 2: The member organizations of M.net have increased capacity to develop credible proposals/recommendations, supported by their constituencies and allies, for policy and practice changes regarding internal migrant workers' rights to better social protection.
- Result 3: M.net, with its members, allies and the workers' representatives, have increased advocacy capacity to influence key external actors to take into account their policy and practice proposals/recommendations regarding Social Protection policy and implementation.

Toward the target, Oxfam in Vietnam supports Vietnamese CSOs in organizing, networking, and facilitating grassroots migrant workers groups to influence relevant labor and social protection policies which affect them. The organizing approach is bottom-up: workers groups begin as autonomous groups and may later decide on affiliation with Vietnam's state sponsored Labour Union (or Women's Union). OiV and partners promote new initiatives in organizing migrant workers' groups, building networks, and using communication tools such as social media to raise awareness about their rights to social protection and to network them for improved workers' movements.

Key implementing partners are the Network of Action for Migrant Workers (M.net), and 04 key local NGOs members who are organizing different migrant workers' groups. Specifically,

- Centre for Development Integration (CDI): organizing migrant workers in the form of workers groups (on line and off line) in the industrial zones of Bac Ninh and Hai Duong provinces and linking them to CDI and M.net advocacy work at local and national levels;
- Social Development Research and Consultancy (SDRC): organizing garbage collectors in the form of self- help groups in Ho Chi Minh City and linking them to SDRC and M.net advocacy work at local and national levels;
- Institute for Development and Community Health (LIGHT): organizing informal migrant workers in the form of grassroots organizations in Ha Noi and linking them to LIGHT and M.net advocacy work at local and national levels;
- Research Centre for Gender, Family, and Community Development (GFCD): organizing domestic workers in the form of workers clubs in Hanoi and linking them to GFCD and M.net advocacy work at local and national levels;
- Action Network for migrant workers (Mnet): piloting a new model on monitoring policy enforcement on social and labor protection for migrant workers, followed by advocacy and campaigning at national level and joining regional advocacy work.

With this design, the **main interventions** of the Project in Vietnam are around three levels as follows:



- 1) Workers and groups of workers:
 - *Organizing* workers and providing *capacity-building* for worker's organizations so that they can defend themselves and be involved in advocacy related to the government's law review and law drafting and employers' policies and practices.
- 2) CSOs:
 - Promote CSO (including CBOs) *network coalition* (linking local, national, and regional organizations)
 - *Capacity building* for CSOs in promoting for workers' rights (law, policies, monitoring, networking, Collective Bargaining Agreements (CBA), organizing workers, advocacy campaigning) & organizational development.
 - Promote *cooperation between various actors*: labor unions, NGOs, research organizations, local authorities,... for more effective labor rights defenses;
 - Increase *international exchange, networking and cooperation* for improved learning.
 - Working with *enterprises* to support them to develop culture and policies respecting labor core standards (Child Labor, Worker Right Organizations, Collective Bargaining, Forced Labor, Non-Discrimination) & working conditions (living wage, Over Time, Occupational Safety Health...).
- 3) Policy makers
 - *Advocate* for better laws and policies on labor and social protection: better standards, extend coverage to all workers.
 - Promote *law compliance* (national and international)
 - Work with *trade union, women's union and other mass organizations* as the project's partners in organizing MW and influencing.

III. APPROACH AND METHODOLOGY

3.1. Technical Approach

1) Outcome harvesting (OH) as a main technical approach.

Due to the complex context of the Project, which is concerning the migrant workers' rights issues, Outcome Harvesting (OH) approach was employed for the final evaluation, especially assessing for Impact, Sustainability and Effectiveness. The Outcome Harvesting is a method that enabled evaluators, OiV and partners to identify, formulate, verify, and make sense of outcomes. The method define an outcome as a change in the behavior or practices of the concerned individuals, groups, organizations, or institutions. Using Outcome Harvesting, the evaluator or harvester gleaned information from reports, workshops, personal interviews, and other sources to document how the Decent Work and Social Protection programme has contributed to outcomes. These outcomes could be positive or negative, intended or unintended, but the connection between the intervention and the outcomes was verifiable.

During the outcome harvesting process, the participatory method was also applied. The evaluators facilitated and stipulated participation of relevant stakeholders to collect evidence of what has been achieved, and work backward to determine whether and how the Project has contributed to the changes.

2) Synthesizing the results of outcome harvesting process by the DAC/OECD criteria of project end-evaluation.

The results of this evaluation through the outcome harvesting process were synthesized and analyzed according to the DAC/OECD Principles for the Evaluation of Development Assistance (Relevance, Effectiveness, Efficiency, Sustainability, and Impact). Specifically, the coherence between the results of outcome harvesting and DAC criteria is as follows:

| <i>Outcome harvesting results</i> | <i>DAC/OECD criteria</i> |
|--|---|
| Outcomes and significance of outcomes | <ul style="list-style-type: none"> • Effectiveness • Impact • Sustainability |
| Contributions of the project to the outcomes; and causes for these contributions | <ul style="list-style-type: none"> • Relevance • Efficiency |

3.2. Methodology

Following OH approach, this final evaluation has gone through six steps of Outcome Harvesting process, in a participatory manner, including:

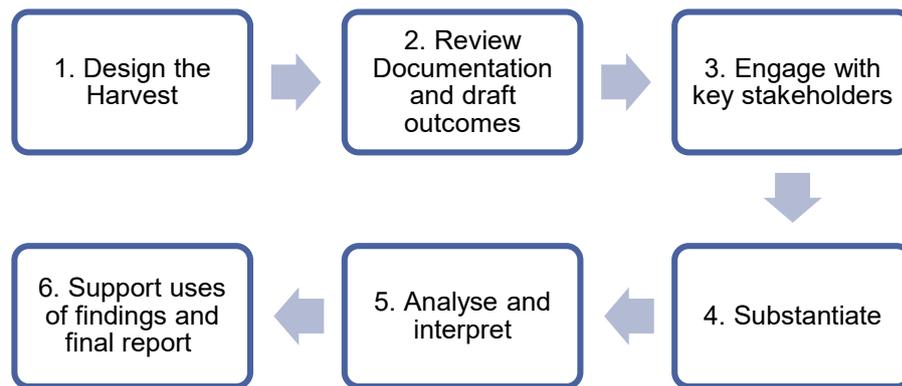


Figure 1: Outcome Harvesting steps

(Source: Adapted from Goele Scheers training 2021. www.goelescheers.be)

Detailed activities that have been conducted in the evaluation are presented in **Annex 1** of the Report. The following summarizes key features of each step:

Step 1: Design the outcome harvest

- The whole process of the OH, and list the stakeholders and users involved in each step and their roles in the harvest exercise were determined (Please see the **Annex 2** for the list and roles of stakeholders and users);
- The evaluation framework, including the main evaluation questions, specific implications for each question and how these questions address the DAC/OECD criteria were developed (please see **Annex 3** for the evaluation framework).

Step 2: Reviewing documents and drafting of outcome descriptions

- The documents reviewed included: (1) The programme related documents (i.e., design; theory of change; available reports of all types); (2) Documents related to Oxfam's regulations or guidelines in using the Outcome Harvesting approach; and (3) Documents related to migrant workers (e.g., publications and research reports on rights of migrant workers, the current situation of migrant workers in Vietnam...).
- The first and initial set of outcome descriptions were drafted after the document reviews. These outcome descriptions were used as part of inputs for discussions and enrichment in the stakeholder workshop in step 3.

Step 3. Engagement with key stakeholders

- The outcome harvesting workshop was held with representatives from Oxfam Vietnam, key implementing partners (CDI, GFCD, LIGHT, SDRC, M.net), and local government organizations involved in the project implementation to jointly develop and agree upon the outcomes of the programme;
- Back and forth discussions and exchanges of information between the evaluation team and key stakeholders as the change agents in the Project were conducted to enrich the outcome descriptions;
- The improved set of outcome descriptions with 63 outcomes were developed and agreed upon, and ready for substantiation (please see **Annex 4** for the final set of outcome descriptions for substantiation).

Step 4. Substantiation

- All 63 developed outcomes were selected for substantiation, and the substantiation was for three elements of each outcome description, including the changes of social actors, significance of the changes and contribution of the Project to the changes;
- Substantiation was undertaken through two main methods: direct interviews and/or questionnaire (please see **Annex 5** for the substantiation tool);
- Each outcome was substantiated by at least one substantiator, who is knowledgeable about the outcomes (e.g., policy makers, local authorities, enterprises, land lords, leaders of migrant worker groups).
- The maximum number of substantiators for each outcome was three;
- **Annex 4** of the Report presents all details of the substantiation results.

Step 5. Analysis and interpretation

- The substantiated outcomes were organized, analyzed and interpreted in responding to the key questions of the evaluation;
- The analysis has also incorporated them with the DAC/OECD standard project evaluation criteria;

Step 6. Supporting the use of findings and final evaluation report

- The sensemaking workshop was conducted to make sense of the harvested outcomes and discuss the implications and lessons learnt for the future interventions from the finding of the evaluation;
- The evaluation report were finalized after the workshop.

3.3. *Limitation*

This final evaluation with the OH approach has two main limitations:

- Most of the interactions and discussions, including the outcome harvesting workshop during the OH process were online due to the COVID-19 situation. While the result of the OH exercise is satisfactory, the provocativeness for insights, facts, and evidence to formulate the outcomes and contributions to the outcomes may be limited (compared to face to face interactions).
- Also, due to the COVID-19 situation, it was challenging to coordinate the substantiators' time availability, and therefore, most of the outcomes were substantiated by only one substantiator. The number of outcomes with 2 or 3 substantiators as expected was limited.
- Available financial/cost data were not being able to be disaggregated by the specific results of the Project, and thus making the assessment of efficiency by results (i.e., value for money) impossible.

IV. MAIN FINDINGS

The key findings are organized around the evaluation questions, to which the answers reflect the achievement of DAC/OECD main evaluation criteria, including Impact, Effectiveness, Sustainability, Relevance, and Efficiency. As the Report mostly uses the results of the outcome harvesting process to answer the evaluation questions, this finding session will start with the overview of the outcomes harvested, followed by the main evaluation criteria.

4.1. *Outcomes harvested - Overview*

Table below presents the total number of outcomes actually harvested and substantiated:

| | | |
|---|-----------|-------------|
| Total number of outcomes harvested | 63 | 100% |
| Total number of outcomes substantiated | 63 | 100% |
| By 1 substantiator | 35 | 56% |
| By 2 substantiators | 26 | 41% |
| By 3 substantiators | 2 | 3% |
| Outcomes rejected by the evaluators | 1 | 2% |

This substantiation of an outcome can lead to one of the following conclusions:

- The outcome is fully substantiated and there is no need to make any change in the outcome statement (Category 1 in the Table below).
- The outcome is mainly substantiated if the substantiator indicated they only 'partially' agreed with the outcome, significance or contribution or their comments indicate that

one or more minor details need to be adapted. These minor details did not touch or change the core of the outcome or the contribution (Category 2 and 3 in the Table below).

- The outcome is not substantiated if core elements of either the outcome itself and/or of the contribution are not confirmed and/or require adaptation (Category 4 and 5 in the Table below).

| | | |
|--|----|-----|
| 1. Full agreement on outcome statement | 32 | 51% |
| 2. Partial agreement on element(s) of outcome statement combined with full agreement on the outcome statement by another substantiator | 23 | 37% |
| 3. Partial agreement on element(s) of outcome statement combined by all substantiators of the outcome | 7 | 11% |
| 4. Disagreement with the significance and/or contribution combined with full agreement on outcome statement by another substantiator | 0 | 0% |
| 5. Disagreement with the outcome statement by all substantiators | 1 | 2% |

The evaluation team has decided to reject or not to include one non-substantiated outcome (i.e., the outcome no 14 in the list - “*In 2019, Hai Duong Provincial People's Committee approves and improves the facilities of the amusement and sports area for workers*”) in the analysis for 2 reasons: (1) the substantiator disagreed with the change and stressed that there was no connection between the programme and the fact; (2) the significant rate for the change is low.

Besides one rejected outcome, generally, as shown in the Table above, almost outcomes are fully (51%) or mainly (48%) substantiated, meaning that the agreement level of outcomes harvested is high and concentrated. It is noted that around 90% of the “partially” agreements with the outcome elements are for the “contribution” of the project to the outcomes.

4.2. The impact of the Project

The impact of the programme is reflected through the questions: *What are the outcomes of the Project? In which social actors has the Project influenced changes, and what are the significance of the changes?*

Types of outcomes of the Project

Analyzing the outcomes harvested, they could be grouped into 6 categories:

- 1) Outcomes that are relating ensuring the migrant workers’ rights (i.e., formal workers, informal laborer, garbage collectors), such as signing the official labor contracts, paying social/health insurances, providing hygiene and safety working conditions...
- 2) Outcomes that are concerning enhancing or improving the life conditions of the migrant workers, such as reducing the price of rent rooms, electricity, waters; providing material and spiritual supports for workers...
- 3) Outcomes that are about individual capacity strengthening of the social actors (e.g., workers, group leaders, authorities), such as workers participated in developing

- proposals or petitions to be submitted to authorities; or group leaders organized and led certain events or campaigns for labor rights defenses;
- 4) Outcomes, which are about organizational capacity strengthening (including network capacity), such as the CSOs restructured their organizational structure to better manage projects; or the government agencies applied the new approach of consultation or getting feedback from the workers before making decisions or policies that affect the life of workers; Mnet participated in the regional network;
 - 5) Outcomes that are relating to the collective actions or networking or coalition (linking local, national, and regional organizations) to advocate or change the regulations or norms to protect migrant workers;
 - 6) Outcomes that are about changes in policies (could be laws, or decisions at different levels).

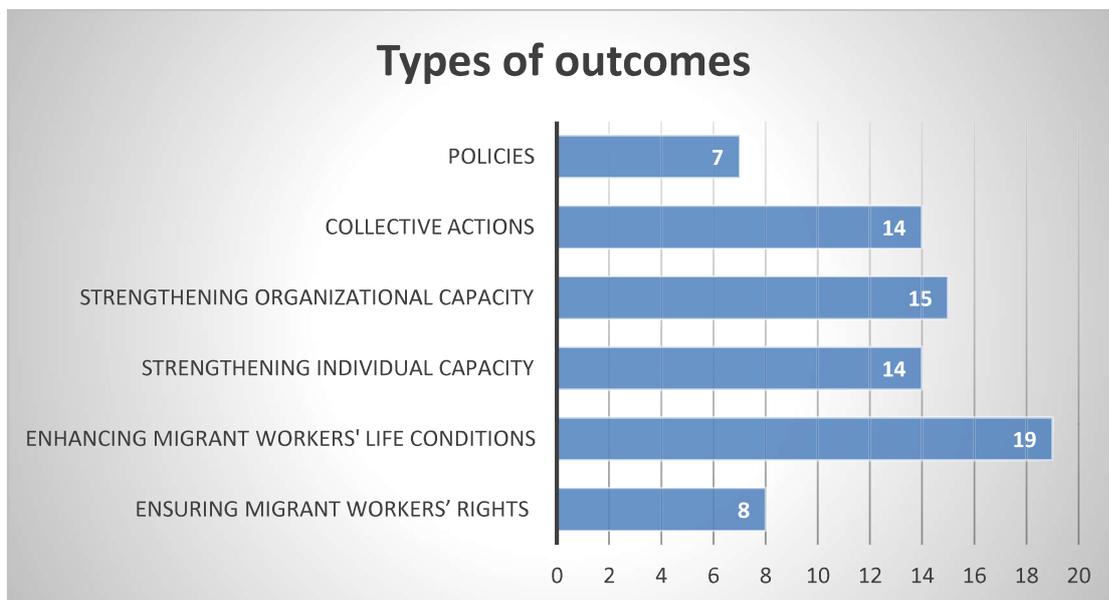


Figure 2: Types of outcomes harvested

As indicated in the Figure 2, in terms of quantity, most outcomes of the programme fall into the categories of enhancing life conditions of workers, individual and organizational capacities, and collective actions. The number of outcomes in workers' rights protection and related policies are much less.

The programme is expected to have a positive impact on the migrant workers in Vietnam, in particular women to exert their rights and increase their economic and social resilience by influencing the relevant decision makers to expand, finance and deliver social protection more effectively and equitably. The "long" list of 62 substantiated outcomes expressed the impact of the programme in changes in labor laws, ensuring the rights of migrant workers (both formal and informal) to social protections, enhancing the workers' life conditions, and strengthening individual, organizational and network capacity. The Table below is the typical outcomes representing the impact of the programme.

| Types of outcomes | Typical outcomes representing the impacts. |
|--------------------------|---|
| Changes in policies | <ul style="list-style-type: none"> • On November 20, 2019, the XIV National Assembly passed the Labor Code of 2019 and took effect from January 1, 2021, which approved 3/5 of M.net's recommendations and |

| | |
|---|---|
| | <p>clearly reflected in the law: For the first time, freelance workers and non-formal workers are included in the application of the Labor Law. Thus, with the 2019 Labor Code Law, informal workers are protected by the law like formal workers. Also, for the first time, the concept of sexual harassment in the workplace is regulated in the Labor Code 2019. This definition is consistent with the international interpretation provided for in Convention 190 on the End of Violence and Harassment (“Convention 190”), adopted in June 2019 by the International Labor Organization (“ILO”) of which Vietnam is a member.</p> <ul style="list-style-type: none"> • The Government issued Resolution 42/NQ – CP, dated April 9, 2020 on measures to support people facing difficulties due to the Covid-19 pandemic, and Decision 15/2020 – QD TTg dated April 20/ 2020 stipulates the implementation of policies to support people facing difficulties due to the Covid-19 pandemic, in which self-employed workers (informal workers), especially migrant workers, are entitled to support from this Resolution and decision. |
| Ensuring the migrant workers’ rights | <ul style="list-style-type: none"> • Every year, about 60% of members of the self-help migrant group buy health insurance in 3 project districts (Hanoi). • Garbage collectors participating in purchasing health insurance and unemployment insurance increase from 30% to 80% after 5 years of participating in the project; • In 2020, migrant workers exercised their right of supervision over the Government's support policies for workers in the context of the Covid -19 epidemic by providing feedback through an independent monitoring channel so called M-score (initiated by Oxfam and M.net) |
| Strengthening organizational capacity (including network capacity); | <ul style="list-style-type: none"> • M.net participated in regional networks (Homnet, streetnet) • In 2018-2021, the Core Group of Migrant Workers participated in policy advocacy activities (national-level advocacy workshops conducted by Mnet members) • From 2017-2021, Light improves the quality of the program "Social security for everyone", expands the target group of formal group workers and the number of groups of workers participating in projects and programs, expanding the geographical area of programs/projects • In 2017-2021, CDI raised funds, expanded partners and networks, increased policy advocacy, and effectively managed projects. |
| Collective actions | <ul style="list-style-type: none"> • In 2017-2021, SDRC established and joined many networks to protect garbage collectors and establish relationships with the press. • In 2020, Representatives of core groups (about 50 people) in the project areas (Hanoi, Hai Duong, Bac Ninh, Ho Chi |

| | |
|---|--|
| | <p>Minh City) connected together to monitor the implementation of the government's COVID-19 support packages (support package worth 62 trillion and 26 trillion) and make recommendations to help migrant workers benefit from these policies.</p> |
| <p>Enhancing or improving the life conditions of the migrant workers;</p> | <ul style="list-style-type: none"> • In 2020-2021, during the COVID-19 period, local authorities at all levels in Bac Ninh and Hai Duong influenced and mobilized landlords to reduce electricity prices, room rental costs, and food support for migrant workers. • In 2019, two garment companies in Hai Duong Industrial Park approved to implement 5 out of 8 recommendations of workers on worker conditions and workers' regimes. • On October 23, 2020, the People's Committee of District 4 issued Official Letter No. 2122/UBND - DT on the postpone of applying the collection and transportation rates issued in Decision No. 1031/QD-UBND dated June 29/2020 of District 4 People's Committee. |
| <p>Strengthening individual capacity</p> | <ul style="list-style-type: none"> • Women's Union at ward/district level, conducting research and reviewing policies to support migrant workers in 2021. • In 2019, 27 turns of migrant workers (representing groups of migrant workers) spoke for themselves in international migrant labor forums (such as the International Conference on Informal Labor Day in Hanoi, the Southeast Asia Regional Consultative Conference – Global Women's Forum on Sustainable Development in Malaysia; the Southeast Asia Homenet Networking Workshop, the Association of Southeast Asian Nations. • 2020-2021, Leaders of migrant worker groups in Hanoi, actively connect with parties (local government, individual donors, charity organizations) to support group members in difficulty due to pandemic |

It is noticeable that this remark is only in terms of “quantity”. To have better and deeper insights, it is necessary to look at the “quality” aspect, that is about the significance/importance of the outcomes, as well as comparing the outcomes with the Project’s objectives and expected results.

Significance of the outcomes:

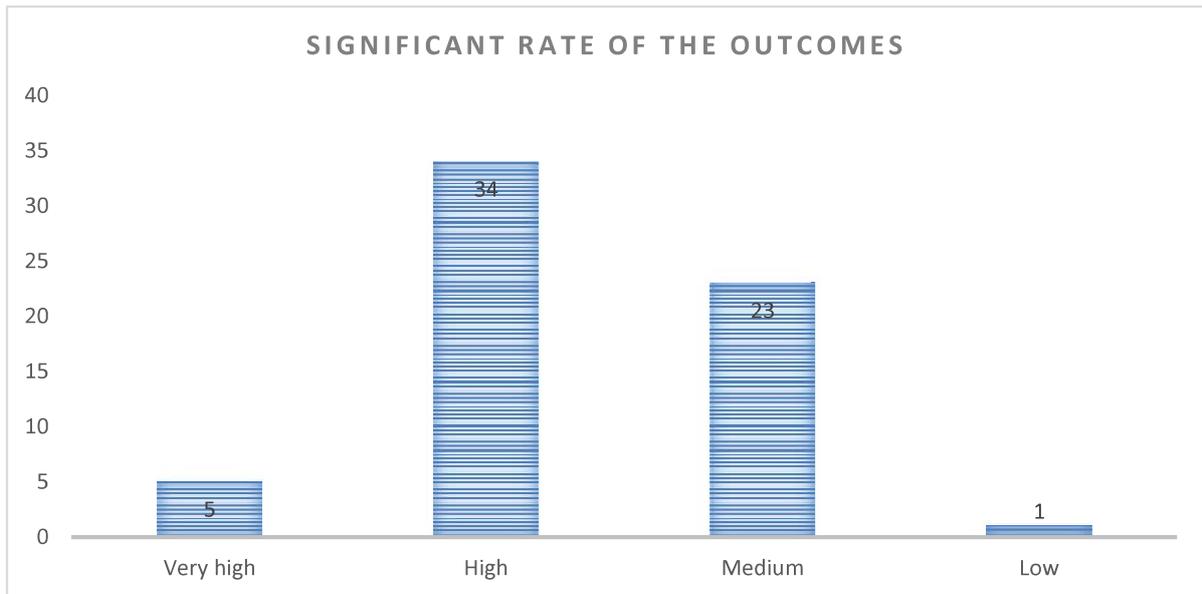


Figure 3: Significant rate of the outcomes

In the evaluation, 4 levels of significance (Very high; High; Medium, and Low) of the outcomes were designed and attached to each outcome in order to get the opinions of the stakeholders during the interview and substantiation process. The criteria for measuring significance rate is the scope of effects that each outcome has over the social actors as target groups of the programme. For example, the outcome on the changes in Labor Code of 2019 (that informal workers are protected by the law like formal workers) has a very high effect on the informal workers, not only in the programme areas, but also for the whole country. Another example is the outcome regarding the postpone of applying the collection and transportation rates issued in Decision No. 1031/QD-UBND of District 4 People's Committee, HCM City has a high effect on ensuring incomes of the garbage collectors in HCM City. Or, the outcome of reducing the house rent prices in Hai Duong for some groups of workers in the situation of COVID-19 have a medium effect as this change only applied for certain groups of workers in the locality.

Overall, stakeholders rated the significance of their concerned outcomes. The results are summarized in Figure 3. Around 62% of the harvested outcomes created by the programme are at very high and high rate of significance. The medium rate of significance is 37%, and low rate of significance is 1%. In general, it can be said that the Project has created the outcomes that are perceived by the stakeholders to be of importance for addressing the migrant workers issues.

Figure 4 below investigates further the significance rate in each type of the outcomes. It is found that the outcomes concerning policies and enhancing migrant workers' rights were considered to be very high significant, followed by the outcomes relating to collective actions and organizational capacity strengthening, whereas the outcomes in enhancing migrant workers' life conditions and individual capacity had lower level of significant rate (i.e., about a half at medium rate of significance).

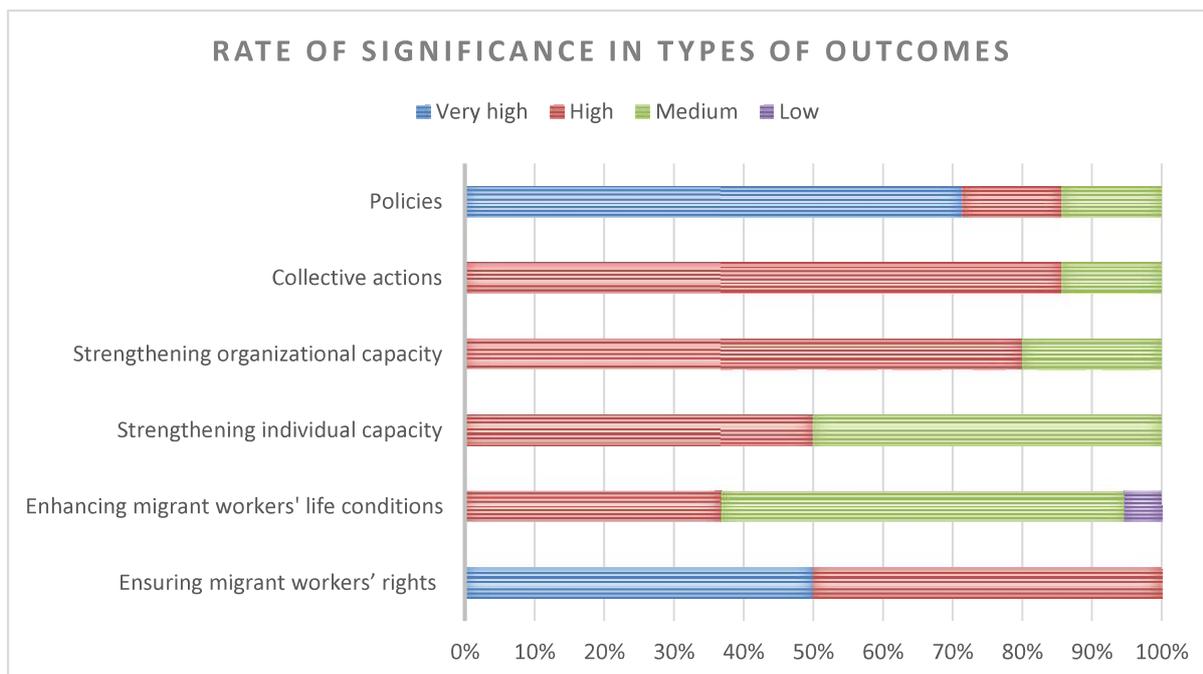


Figure 4: Significant rate in each type of outcomes

One observation, which can be drawn from this finding is that for the outcomes in policies and ensuring migrant workers' right to social protection, the number is less, but the significance is higher, and vice versa for the outcomes in enhancing migrant workers' life conditions and individual capacity, the number is more, but the significance rate tends to be lower.

Outcomes by social actors:

As depicted in the Figure 5, the outcomes by social actors were in accordance with the types of outcomes in the programme. A considerable portion of outcomes (26 outcomes, accounting for 42%) incurred with the workers – the main target group of the project, followed by the government organizations (e.g., local authorities, WU, LU...) with 24% of outcomes, and CSOs, with 16% of outcomes. Outcomes happened with policy makers and other concerned organizations/individuals (e.g., landlords, electricity agencies) are 10% and 8% respectively.

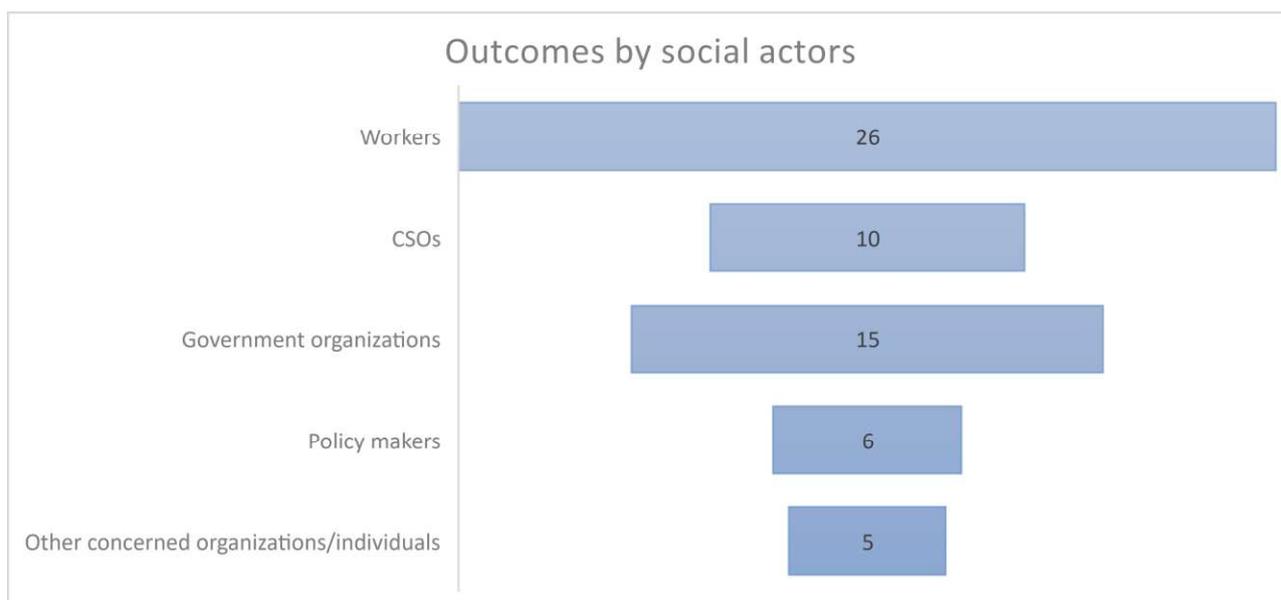


Figure 5: Outcomes by social actors

The “correlation” between the changes in social actors and the outcomes of the programme is basically described as in the Table below:

| <i>Social actors</i> | <i>Types of outcomes that the social actors contributed to</i> |
|--|---|
| Migrant workers (both formal and informal) | <ul style="list-style-type: none"> • Enhancing or improving the life conditions of the migrant workers; • Strengthening individual capacity • Ensuring the migrant workers’ rights (i.e., formal workers, informal laborer, garbage collectors) |
| CSOs, including Network of CSOs | <ul style="list-style-type: none"> • Strengthening organizational capacity (including network capacity); • Collective actions or networking or coalition (linking local, national, and regional organizations); • Ensuring the migrant workers’ rights (i.e., formal workers, informal laborer, garbage collectors); • Changes in policies; • Strengthening individual capacity; |
| Government organizations | <ul style="list-style-type: none"> • Enhancing or improving the life conditions of the migrant workers • Strengthening organizational capacity; • Strengthening individual capacity |
| Policy makers | <ul style="list-style-type: none"> • Changes in policies • Ensuring the migrant workers’ rights (i.e., formal workers, informal laborer, garbage collectors). |
| Other concerned organizations/individuals | <ul style="list-style-type: none"> • Enhancing or improving the life conditions of the migrant workers |

The changes created by the programme:

In summary, the analysis of outcomes data harvested has shown that the programme created the following changes, which are the most important impacts:

For law drafting agencies/policymakers: Previously, “freelance workers”, “migrant workers”, “informal workers” were not officially mentioned in any legal documents or a specific policy of the State, but only through the policies of other groups. Through the project, for the first time, freelance and informal workers were mentioned in legal documents when the policy drafting agencies accepted the project's recommendations. Issues of migrants and informal workers have been mentioned more often in policy discussions of drafting agencies/policymakers and the terms “migrant workers, informal workers” have been discussed and used more by policymakers. Particularly, migrant workers were invited by policymakers to participate in relevant national forums and were consulted on worker-related issues in general and migrant workers' issues in particular. Currently, the drafting agencies have considered migrant workers to be the subject of consultation for relevant policies.

For local authorities/agencies: Previously, due to the characteristics of migrant workers, especially self-employed workers, they often rotated their residence areas according to jobs, so the government agencies paid little attention to this subject in their decisions regarding local issues. Through the project, local authorities and agencies have begun to pay attention to and recognize the presence of migrant workers in the locality as participating in advocating landlords to reduce house rents for migrant workers, participating in multi-party dialogues (local authorities, public service providers (electricity, water, health...), migrant workers) to solve problems of migrant workers. In addition, local governments have identified and included migrant workers as the subject of local decisions such as supporting migrant workers affected by the COVID-19 pandemic.

For migrant workers: In the past, migrant workers were generally shy and not confident in public speaking, had no connections, no or little understanding of Labor Code and policies related to workers, especially freelance and informal migrant workers. They did not know or did not participate in health insurance and were not allowed to enter into labor contracts. Thanks to participating in the project, migrant workers have had an understanding of the Labor Code and related policies (health insurance, social insurance...). Migrant workers in industrial zones have been confident to speak up their voice in national and international forums, especially migrant workers in general are more confident and proactive in multi-party dialogues to claim the legitimate rights of workers, have had knowledge and skills to exchange and negotiate with employers on working conditions (for formal migrant workers) and skills in mobilizing employers to sign labor contracts for informal workers. Informal workers have been more knowledgeable about health insurance and more and more of them participate in health insurance. In addition to the change in individual capacity, the project successfully created a network of migrant workers, which connected both formal and informal migrant workers to participate in activities together and act for the common good of migrant workers in general through migrant worker core/self-help groups networks. The project helped the core members to have the capacity to carry out follow-up activities to maintain the project's achievements in the future.

At the same time, the project also attracted the attention of ***many other stakeholders*** in society related to migrant workers such as landlords, house owners, electricity/water service providers, security agencies, health care agencies, businesses... The project connected and

created certain changes to these subjects, thereby bringing benefits/benefits and ensuring rights for migrant workers.

4.3. The effectiveness of the programme

The effectiveness is mostly reflected through the evaluation question of: *To what extent do the outcomes represent the progress toward the project’s specific objectives/results as stated in the ToC?*

Outcomes by the Project results:

Following three programme’s results, the harvested outcomes for each result are as follows:

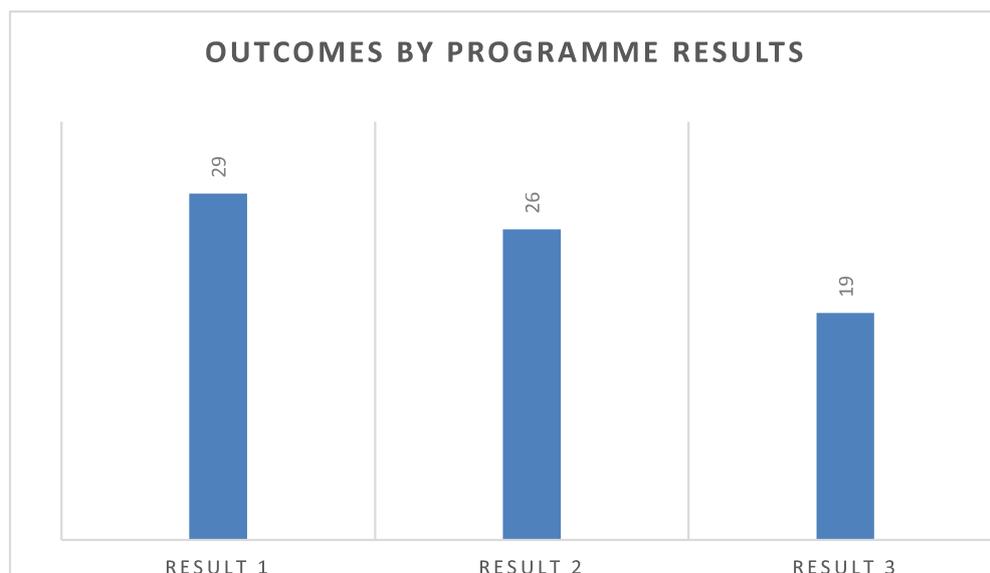


Figure 6: Harvested outcomes by programme results

Typical outcomes of the programme main results include:

| Project results | Typical outcomes harvested |
|------------------------|---|
| Result 1 | <ul style="list-style-type: none"> • In 2020, Representatives of core groups (about 50 people) in the project areas (Hanoi, Hai Duong, Bac Ninh, Ho Chi Minh City) connected together to monitor the implementation of the government's COVID-19 support packages (support package worth 62 trillion and 26 trillion) and make recommendations to help migrant workers benefit from these policies; • In 2019, 2 migrant workers (representing groups of migrant workers) invited by policy drafting agencies to consult on labor migration issues at Consultation workshop on the revised Labor Code, organized by the Vietnam General Confederation of Labor and the FES Institute. • 2020-2021, Leaders of migrant worker groups in Hanoi, actively connect with parties (local government, individual donors, charity organizations) to support group members in difficulty due to pandemic. |

| | |
|----------|---|
| Result 2 | <ul style="list-style-type: none"> • In 2017-2021, SDRC established and joined many networks to protect garbage collectors and establish relationships with the press. • The Office of the Ministry of Labor/Social Protection Department/Legal Department accepted LIGHT's policy recommendations on NQ42 (support package of 62 trillion VND) bringing 5/7 groups of self-employees into beneficiaries; removed the requirement in household registration (May 2020) to accept the results of LIGHT's supervision on the implementation of the 62 trillion package (October 2020). |
| Result 3 | <ul style="list-style-type: none"> • On November 20, 2019, the XIV National Assembly passed the Labor Code of 2019 and took effect from January 1, 2021, which approved 3/5 of M.net's recommendations and clearly reflected in the law; • In 2020, the GFCD's recommendations regarding the form of a labor contract with a number of mandatory contents and some suggested contents have been noted by the Drafting Committee and included in the Decree issued by the government - the Decree on Labor as a domestic worker guiding the implementation of a number of articles of the Labor Code 2019. |

Outcomes by implementing partners:

The Project involved 5 implementing partners and the number and types of outcomes for their sub-projects are presented in the Figure 7 and Figure 8 below. CDI has the most outcomes (20 outcomes), followed by LIGHT (14 outcomes), whereas GFCD has the least (6 outcomes). CDRC and M.net have the same number of outcomes, that is 11 for each organization.

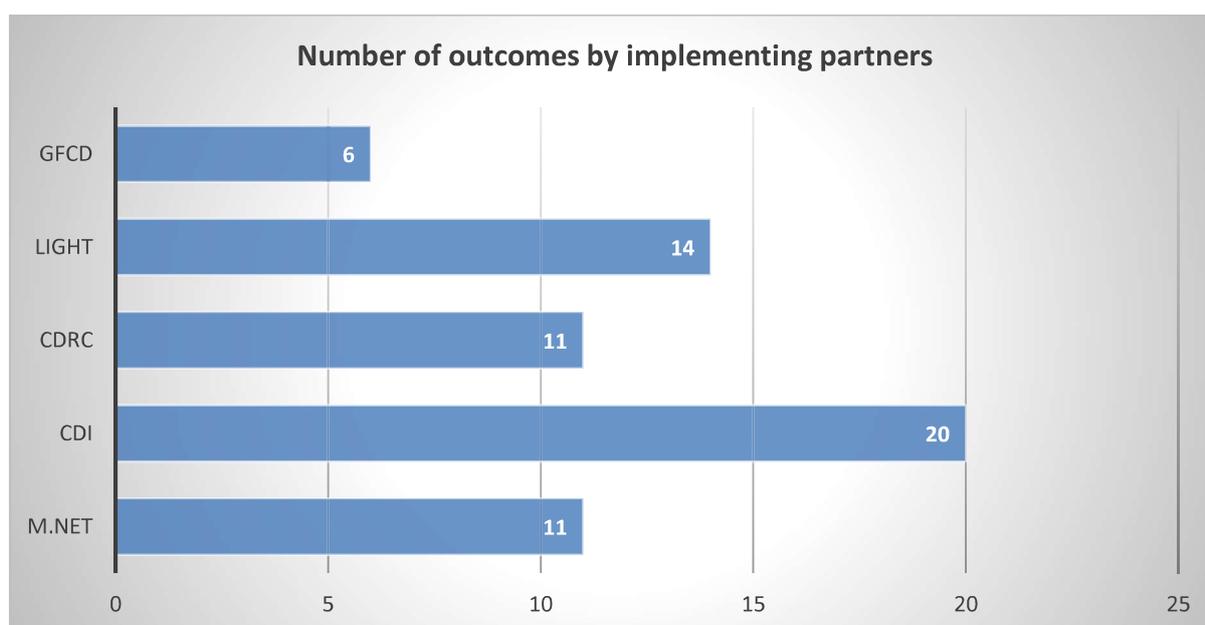


Figure 7: Number of outcomes by implementing partners

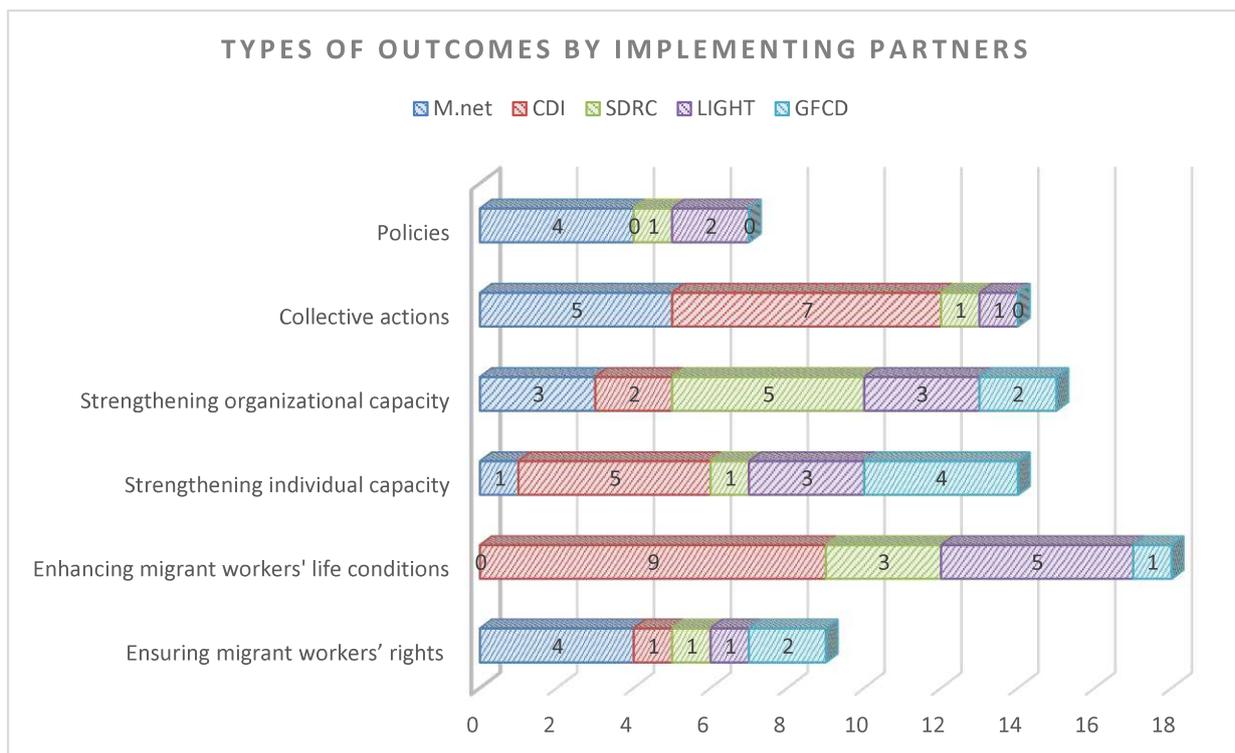


Figure 8: Types of outcomes by implementing partners

Regarding types of outcomes for the implementing partners, while M.net, with activities mainly focusing on networking and policy advocacy, had its majority of outcomes in policies and collective actions, SDRC and LIGHT distributed their outcomes in all types of areas. Despite having the smallest number of outcomes, GFCD also had its outcomes in all aspects. Noticeably, CDI focused its outcomes on the areas of enhancing migrant workers' life conditions, collective actions, and capacity building, and no outcome in policies.

Outcomes during the programme life time:

The programme lasts from 2017 to 2021, and during its life time, changes and outcomes happened over time. Particularly, most of the outcome incurred from the first half of 2019 to the first half of 2021 (Figure 9). It is observed that on one hand, many outcomes in the harvested list took time to happen (e.g., capacity changes (0.5 – 1 year); recommended proposals development (0.5 – 1 year), and acceptance (1–2 years); network coalition (1-2 years)). On the other hand, due to the COVID-19 (from 2019-2021), the government agencies and authorities paid more attention to the migrant and informal worker groups, with more supports being provided. This was a good time and favorable condition for the Project to facilitate and push for certain changes (e.g., changes in NQ42; reducing room rent prices, water and electricity...). That was the reason why many changes incurred during 2019-2021 of the Project.



Figure 9: Outcomes in time during the Project life

Target beneficiaries and result indicators:

This part assesses the extent to which the programme's specific (?) objective (target beneficiaries) and results have been achieved and of good quality.

In Vietnam, the target beneficiaries are 20,000 migrant workers (out of which 63% are female) in formal labor-intensive employment (garment and electronics sectors), and informal employment. The actual achievement is:

| Partners | Total groups of workers | Direct participants up to 2021 | | Indirect participants up to 2021 | |
|--------------|-------------------------|--------------------------------|-------------|----------------------------------|-------------|
| | | W | M | W | M |
| CDI | 31 | 1408 | 509 | 1526 | 654 |
| LIGHT | 20 | 670 | 101 | 2045 | 2045 |
| SDRC | 9 | 277 | 503 | 445 | 704 |
| GPCD | 15 | 1422 | 75 | 0 | 1554 |
| M.net | 1 | 2672 | 514 | 1858 | 488 |
| Total | 76 | 6451 | 1702 | 5873 | 5445 |

| Results and indicators | | 2019 (Mid-term) | 6/2021 |
|------------------------|--|-----------------|----------|
| Result 1 | <i>The leaders and activists of 57 grassroots groups of internal migrant workers have built awareness and knowledge on migrant workers' rights to Social Protection, demonstrate democratic and gender-sensitive leadership, and engage in advocacy to defend these rights</i> | | |
| Indicator 1 – R1 | Number of grassroots groups of which the leaders take initiative to promote gender equality amongst the members of the self-help groups | A (100%) | B (>75%) |
| Indicator 2 – R1 | Number of local groups that have set up an advocacy effort at local level | A (100%) | B (>75%) |
| Result 2 | <i>The member organizations of M.net have increased capacity to develop credible proposals/recommendations, supported by their constituencies and allies, for policy and practice changes regarding internal migrant workers' rights to better social protection.</i> | | |
| Indicator 1 – R2 | Increased number of members of M.net and CSOs engaging in M.net's advocacy activities as allies. | A (100%) | A (100%) |
| Indicator 2 - R2 | Number of proposals for policy and practice changes at national level that partners have identified and agreed for potential joint advocacy | A (100%) | A (100%) |
| Result 3 | <i>M.net, with its members, allies and the workers' representatives, have increased advocacy capacity to influence key external actors to take into account their policy and practice proposals/recommendations regarding Social Protection policy and implementation</i> | | |
| Indicator 1 – R3 | Number of proposals / recommendations from the workers' organizations to improve practice regarding social protection that are the topic of discussion by the local authorities, employers and local service providers. | A (100%) | A (100%) |
| Indicator 2 - R3 | Number of proposals / recommendations by M.net regarding social protection policies that are subject of social dialogue by national policy makers during the process of law and sub-law development, adjustment or amendment | A (100%) | A (100%) |
| Indicator 3 - R3 | Number of employers that have engaged in negotiation with workers' representatives of the self-help groups regarding proposals that improve social protection. | A (100%) | A (100%) |

| | | | |
|---------------------------------------|--|----------|-------------------|
| <i>Result 4</i> | <i>1. CDI, GFCD, LIGHT and SDRC improve their organizational capacity 2. Mnet improves its capacity and effectiveness</i> | | |
| Indicator 1 – R4 | average score of partner organization capacity index using Organizational Capacity Assessment Tool (OCAT) | B (>75%) | not yet evaluated |
| Indicator 2 - R4 | • Average score of Mnet capacity index (CI) • Average score of Mnet effectiveness index (EI) | B (>75%) | not yet evaluated |
| <i>Result at Capacity Development</i> | <i>Partners are able to deliver their projects to achieve their objective and improve their organizational capacity with active support from Oxfam</i> | | |
| Indicator 1 – R CD | partners have clear theory of change for their projects and able to review them for better adaptation and adjustment | A (100%) | A (100%) |
| Indicator 2 – R CD | number of mechanisms supported by Oxfam to strengthen collaboration and coherence of partners' projects | A (100%) | A (100%) |
| Indicator 3 – R CD | number of opportunities that Oxfam supports partners to link up with Oxfam global campaign and other actors and network at regional and global levels | A (100%) | A (100%) |

(Source: The programme database)

In summary in terms of effectiveness:

Through the analysis of the outcomes harvested and direct data on beneficiaries, it can be said that the Project is effective in achieving its results. Specifically,

- *For the result 1:* The number of migrant workers groups (both formal and informal workers) and total target beneficiaries have exceeded the targets (76 groups compared to 57 groups as targeted). Through the project, migrant workers in the project areas have gained more knowledge and understanding of the Labor Code, rights, and gender equality, and skills of domestic workers (using modern household appliances, cooking, interacting with the host family), as well as communication and policy advocacy skills. They have felt more confident in raising their voices in public forums and policy dialogues, and more confident in communicating with employers and local authorities. In general, migrant workers have initiated active civic activities or work to claim their legitimate rights;
- *For the result 2:* Through the project, M.net members (including CDI, Light, GFCD, SDRC) once again affirms the capacity (e.g., networking, policy advocacy), prestige (e.g., more exposure to the international and regional networks), and contribution of M.net in current policy advocacy activities in the country. In particular, the recommendations/proposals of migrant workers and Mnet in the process of promulgating policies and decisions of relevant stakeholders have begun to be

concerned and consulted. The influence of Mnet in advocacy activities and representing the voice of the migrant workers is more and more increasing. In addition, through the project, Mnet and participating organizations have improved their capacity in policy advocacy, internal governance, project management and implementation.

- *For the result 3:* The approval of the M.net Network's 3 out of 5 proposals/recommendations by policy makers in the revised Labor Code 2019 has helped freelance/ informal workers for the first time to be included in the subjects of application of the Labor Code. By 2020, self-employed workers (informal workers), especially migrant workers have been entitled to supports regulated in the Resolution 42/NQ-CP, dated April 9, 2020 on measures to support people facing difficulties due to the Covid-19 pandemic, and Decision 15/2020 – QD/TTg dated April 20,2020 on regulating the implementation of policies to support people facing difficulties due to the Covid-19 pandemic. The inclusion of freelance workers in the Resolution and Decision has contributed to changing and eradicating the prejudice of policy makers about this group as being a "difficult to solve" and "difficult to identify" group.

4.4. The sustainability of the programme

The sustainability of the programme is reflected in the evaluation question of: *To what extent do the outcomes demonstrate the potential for continued multi-stakeholders engagement in the change and institutionalization?*

To answer the question, the levels of the programme sustainability were classified into three criteria as follows:

| Level of sustainability | Explanation/ definition |
|--------------------------------|--|
| High | It is almost 100% sure that the stakeholders will continue to engage in the outcomes/ changes. |
| Medium | It is likely that the stakeholders will continue to engage in the outcomes/ changes, but depending on certain factors. |
| Low | It is not likely that the stakeholders will continue to engage in the outcomes/ changes. |

Following the criteria, the level of sustainability for each type of outcomes could be assessed with rationale as follows:

| Types of outcomes | High | Medium | Low | Rationale |
|--------------------------|-------------|---------------|------------|---|
| Policies | √ | | | Legal documents (e.g., Resolution 42/ NQ – CP dated April 9, 2020 and Decision 15/2020 – QD TTg dated April 20, 2020; Ho Chi Minh City People's Committee issued Document No. 4448 providing regulations on the conversion of garbage collection vehicles...), therefore, it is almost 100% sure that the stakeholders will continue to engage in the outcomes/ changes |

| | | | | |
|---|---|---|---|--|
| Ensuring rights of migrant workers | √ | | | Legal documents (e.g., Labor Code 2019), therefore, it is almost 100% sure that the stakeholders will continue to engage in the outcomes/ changes |
| Enhancing living conditions and quality for the workers | | | √ | Sustainability is low because there is no guarantee that, for example the room renting price will reduce or business supports will continue in the future when the Project ends and no more facilitation activities. |
| Individual capacity | | √ | | Team leaders, or workers can still use their abilities when appropriate. However, without the favorable environment, without the groups, maybe they don't thrive. |
| Organizational capacity | √ | | | Organizational capacity will be maintained and turned into self-efficacy of organizations in implementing subsequent projects. |
| Collective actions | | √ | | These are the networks that have been created and the basis for them to operate later. |

From the above classification, the sustainability of specific outcomes is as follows:

| Sustainability level | Number of outcomes | Percentage |
|-----------------------------|---------------------------|-------------------|
| High | 30 | 39% |
| Medium | 28 | 36% |
| Low | 19 | 25% |

There are 30 outcomes (39%) related to ensuring worker's rights, policies and capacities (e.g., the outcomes on labor Code 2019, Resolution 42/ NQ – CP dated April 9, 2020 and Decision 15/2020 – QD TTg dated April 20, 2020; Ho Chi Minh City People's Committee issued Document No. 4448 providing regulations on the conversion of garbage collection vehicles...), will continue to be maintained at high sustainability. There are 28 outcomes (36%) related to individual capacity and collective actions (e.g., the outcomes that representatives of core groups (about 50 people) in the project areas (Hanoi, Hai Duong, Bac Ninh, Ho Chi Minh City) connected together to monitor the implementation of the government's COVID-19 support packages, or 27 turns of migrant workers spoke for themselves in international migrant labor forums...) that will continue to be maintained at a moderate level and 19 outcomes (25%) related to the quality of life of migrant workers (e.g., outcomes on the room renting price reduced...) will be maintained at a low level.

Thus, with around 75% of outcomes being *potential for continued multi-stakeholders engagement in the change*, it can be seen that, according to the harvested outcomes, the project has evidence of sustainability.

At the same time, the Project also has evidence of the sustainability through self-help groups/organizations, particularly some migrant worker groups are being integrated into local mass organizations (such as the migrant workers Women's Union in Phuc Tan ward belong

to the Women's Union of Phuc Tan ward), some groups of garbage collectors belong to the cooperative system, and some groups of factory workers are independent groups of workers.

4.5. The relevance of the programme

The level of relevance of the Project is demonstrated through two aspects: (1) *Relevant to the context and the needs of the main stakeholders*; and (2) *Level of contribution of the Project to the outcomes (i.e., the Project has to be relevant in order to create (contribute to) the outcomes.*

Relevance to the context and the needs:

According to the ILO report, the year 2012 shows that migrant workers contributed significantly to urban areas, especially in big cities, in which the informal sector alone contributed 20% to total GDP. However, up to 90% of migrant workers did not have access to social security services and public policies at the destination, which negatively affected the quality of life and rights of migration workers, especially female workers. *Therefore, the implementation of DGD project is relevant to the above context in order to promote the rights and voice of migrant workers, especially female workers, towards better social protection and working conditions.*

In addition, Vietnam can increasingly demonstrate its role and position in the international arena. At the time of project implementation, Vietnam was in the process of negotiating to participate in the preparation of the CPTPP and EVFTA which would open a new economic playing field for Vietnam with strategic changes to improve economic cooperation and remove previous tariff barriers that hindered trade between countries. However, the CPTPP and EVFTA are two new-generation free trade agreements, in addition to regulations on trade, tariffs, and origin of goods, etc., there are also commitments by the parties on environmental protection and compliance with ILO international standards on workers' rights. The DGD project is relevance to contribute to the implementation of these commitments of Vietnam.

At the same time, the DGD project is relevant with the vision of Oxfam in Vietnam and its implementing organizations, which is "a Vietnam where all forms of poverty, injustice and inequality are eliminated by enabling women and disadvantaged communities to exercise their rights and voice their own agendas."

Oxfam also supported Vietnamese NGOs to set up the Action Network for Migrant Workers, or M.net for short. The network's operational purpose is to advocate for changes in the policy system so that migrant workers, especially migrant workers in the informal sector, can participate and have equal access to the social security system. CDI, Light, GFCD and SDRC organizations are members of the network and therefore also share the operational purpose of the network.

The implementation of the DGD project is also relevant to the needs and capacity of the beneficiaries - migrant workers (workers, domestic workers, garbage collectors...) who lack negotiation skill, knowledge of labor rights and find difficulty in accessing social security (education, health care...), and do not know how to listen to their own voice.

Level of contribution of the programme:

In the evaluation, three levels of contributions of the Project to the outcomes (High, Medium, and Low, depending on the clear connection or causes of the Project's activities with the outcomes) were designed and attached to each outcome in order to get the opinions of the

stakeholders during the interview and substantiation process. The stakeholders indicated the level of contribution of the Project to their concerned outcomes and the result is presented in the Figure 10 below.

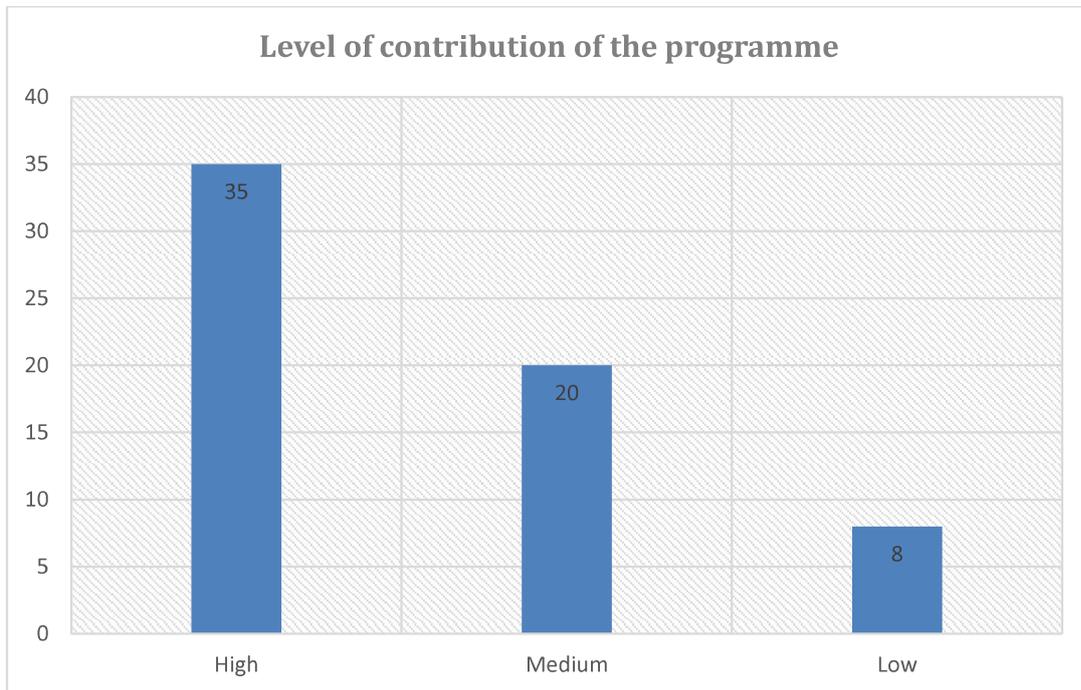


Figure 10: Contribution level of the programme to outcomes

Around 56% of the outcomes (35 outcomes out of 63) were considered to be contributed by the programme at high level. The contribution of the programme at medium level was in 20 outcomes, equivalent to 32%, and at low level was in 8 outcomes, accounting for about 12%. In each type of outcomes, the contribution level was highest in the outcomes of policies and ensuring migrant workers' right to social protection, and lowest in the outcome of enhancing migrant workers' life conditions (Figure 11).

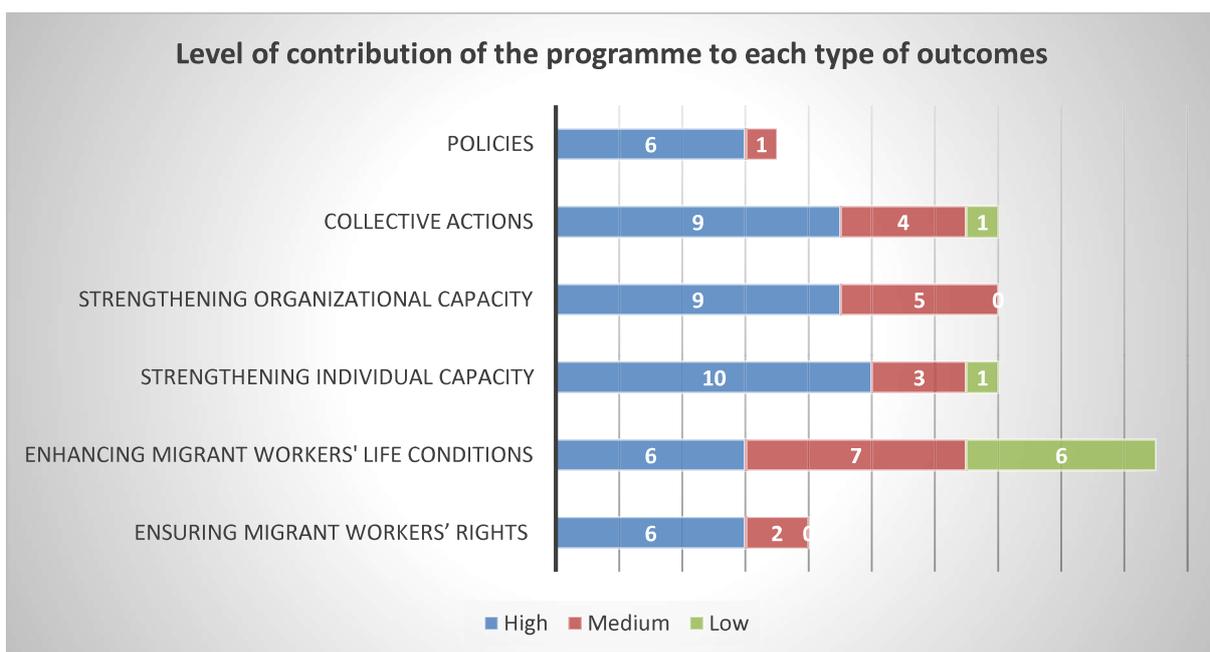


Figure 11: Level of contribution of the programme to each type of outcomes.

Looking at the nature of outcomes in details, the outcomes, such as signing the official labor contracts, paying social/health insurances, supervising the provision of hygiene and safety working conditions for workers, or the National Assembly passing the Labor Code of 2019, which has the subject of application being expanded to informal labor, and clearly reflecting 3/5 of M.net's recommendations, were viewed by stakeholders to see the clear and plausible connections with the Project's activities. Meanwhile, the outcomes, such as the People's Committee of Bac Ninh province agreed and approved the budget for the construction of a pedestrian bridge at Que Vo industrial park; or Commune-level local authorities and security agencies installed lighting systems on a 2km-long distance and arranged more police posts to ensure the security for workers in the industrial zone; or local authorities at all levels in Bac Ninh and Hai Duong influenced and mobilized landlords to reduce electricity prices, room rental costs, and food support for migrant workers, were considered to have lower contribution of the Project. The reason may be that these changes by the government might still happen (maybe it would take longer time), and the effect of the programme was to make the changes faster.

Thus, being in line with the context and the needs of key stakeholders, and the design of the programme enabled it to produce outcomes, it can be seen that the implementation of DGD programme *is very relevant in order to promote the rights and voice of migrant workers, especially female workers, towards better social protection and working conditions.*

4.6. The efficiency of the programme

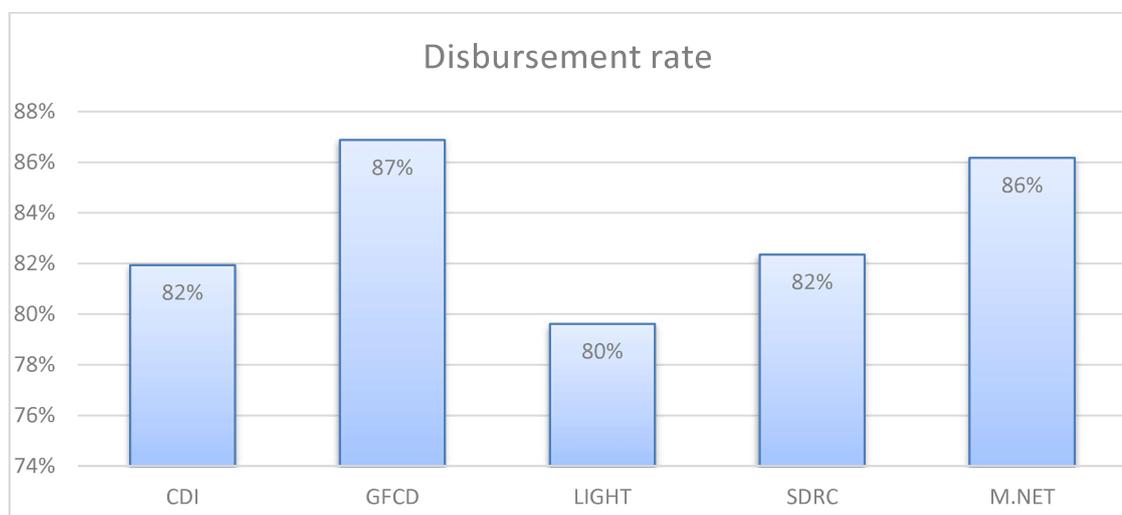
Due to the constraint in collected data (i.e., could not disaggregate cost data by specific results), the efficiency of the programme is limited to be reflected in three aspects: (1) *the governance, coordination and partnership of the project*; (2) *the disbursement rate*, and (3) *the proportion of cost types in the Project.*

For the governance and coordination, implementing partners of the project included four organizations namely CDI, SDRC, Light, GFCD and M.net. All these four NGOs are members of M.net. They designed project activities and management to suit their specific characteristics. Particularly, (i) CDI established worker groups in industrial parks in Bac Ninh and Hai Duong; (ii) SDRC established garbage collection groups in HCMC; Light organized groups of informal migrant workers (street vendors) in Hanoi; GFCD organized clubs for domestic workers in Hanoi. Overall, M.net played the role of general coordinator of activities related to planning, capacity building and advocacy while Oxfam played the role of accompanying, monitoring, and facilitating for capacity building, which added value for implementing partners. It was the implementation, management and coordination mechanism of the project that helped it achieve high efficiency and relevance. Since the mission of these four organizations and the M.net is to empower and ensure the rights of migrant workers, they all have experience in implementing projects on migrant workers. The implementation of DGD program in the previous project areas of these organizations created favorable conditions for them to take advantage of available resources/conditions such as relationships with local partners (Confederation of Labor, Women's Union, Union of Cooperatives...) and close connection with migrant workers. Leveraging resources/conditions from previous projects helped the DGD program to be more effective in the process of organizing implementation and advocacy in the locality. In addition, the fact that the M.net played the role of general coordination of project activities for its member organizations built a common understanding

among organizations, thereby creating internal solidarity, and the coordination of assignment and organization of activities was also more effective. At the same time, the M.net, with its role and reputation, along with the support and companionship of Oxfam, especially the prestige of Oxfam, contributed to the success of policy advocacy activities at local and central levels.

In the two years 2020-2021, Vietnam faced prolonged COVID-19 outbreaks, with social distancing and mass gathering bans that had significantly affected the implementation of the project activities, many of which could not be implemented. However, thanks to the flexibility of organizations that changed from direct working mode to indirect working mode, up to now, the project basically achieved general progress and some participating organizations could organize project final workshop.

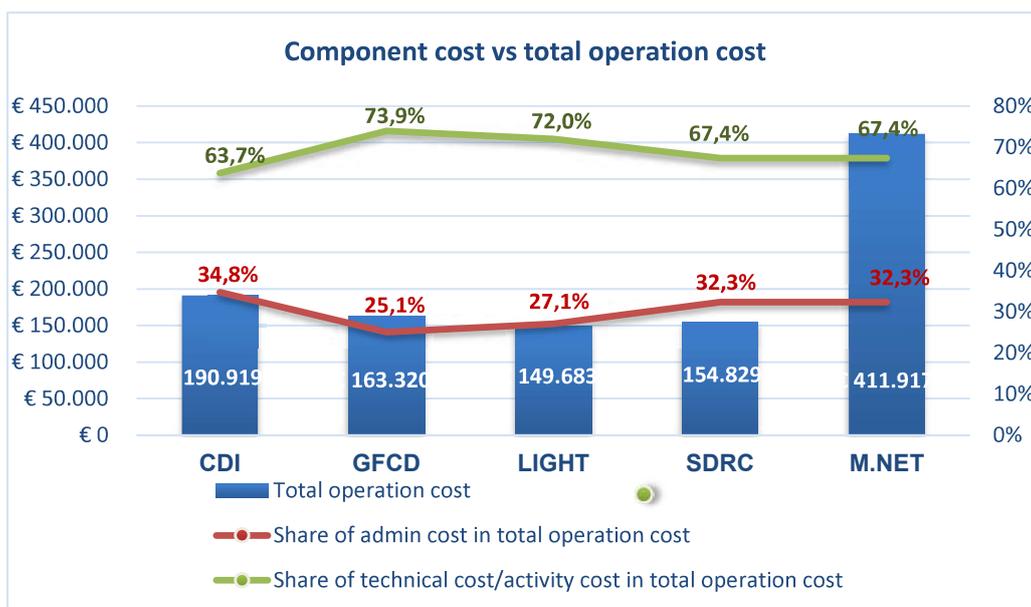
In general, the programme disbursement rate of organizations was relatively good with 80% (Light's disbursement rate) and more than 80% (the disbursement rate of the remaining organizations) (see details in the Figure below).



(Source: Financial data provided by the programme)

Figure 12: Disbursement rate

The programme had a relatively high efficiency with effective project management (administrative) costs (at around 30%) and the project budget was mainly devoted to activities (at least 70%). In particular, the investment rate was not significant - the project invested directly in capacity building. Detailed data of the implementing organizations as shown below.



(Source: Financial data provided by the programme)

Figure 13: Share of costs of the project

4.7. Gender aspect in the programme

Gender is a cross-cutting issue of the programme. Participating organizations were committed to implement gender-related contents such as the number of female beneficiaries, gender indicators and approaches, etc.

For the gender monitoring indicators, the programme achieved the following:

| | |
|---|--|
| <p>Target:</p> <p>- partners work with the most vulnerable migrant workers (including informal workers as garbage collectors, street vendors, domestic workers, garment and electronics workers), which employ more women workers than men</p> | <p>From 2017 to June 2021: Of the total number of direct and indirect beneficiaries, women always accounted for more than 70-80%.</p> |
| <p>Gender transformative leadership</p> <p>R1 indicator 1: "Number of grassroots groups of which the leaders take initiative to promote gender equality amongst the members of the self-help groups"</p> | <p>Groups of member organizations had initiatives to promote gender equality, such as:</p> <ul style="list-style-type: none"> - Light: Team leaders of three groups of workers took the initiative to discuss with the community about gender equality knowledge in social protection. The 10 groups of workers continued to discuss in depth about gender equality in the family and the workplace. One informal worker group promoted for loan saving for women workers during COVID-19. - GFCD: 15 groups had in-depth discussions on female domestic workers issues; 15 domestic workers group |

| | |
|--|---|
| | <p>activists participated in photovoice initiatives to document their stories in photos and videos. 15 domestic workers groups with 100% women members promote contract signing for female domestic workers.</p> <ul style="list-style-type: none"> - 35 groups of GFCD & LIGHT discussed in depth the issues of women's rights in social protection, focusing on access to health care insurance and voluntary social insurance. - CDI: The initiative “#eachforequal” with 15 main messages to support equality for all people without gender identity, without discrimination and widely shared on Facebook CDI. |
| <p>Gender analysis SO indicator 2: "Number of national SP policies amended or created in favor of women".</p> | <p>Organizations made policy recommendations to benefit workers such as those for the Labor Code 2019 (effective in 2021), which introduced the concept of sexual violence into the Law for the first time.</p> |

Gender mainstreaming was always concerned by the alliance (M.net and its member organizations) and integrated in all project activities. In the process of implementing project activities, there was a special focus on empowering women to take leadership roles in group activities, for example, over 80% of women are group leaders, and all implementing partners had initiatives to promote gender equality in social and labor protection practices.

In addition, gender analysis and gender mainstreaming were carried out by the Programme in the policy analysis related to migrant workers. Project team applied gender lens to analyze Labor Code 2016 and proposed gender responsive recommendations, e.g. gender inequality and gender based discrimination not allowed as part of nondiscrimination principles, definition of sexual harassment at workplace. However, to be more holistic, gender responsive recommendations should be included in other labor issues such as wages, overtime, freedom of association, etc. To improve the quality of gender mainstreaming and gender analysis in similar projects in the future, the project should develop a gender mainstreaming strategy/plan from the outset and needs training on gender mainstreaming for implementing organizations/CSOs in the policy analysis.

V. CONCLUSION AND RECOMMENDATIONS

5.1. Conclusion

First of all, it can be said that the programme implementation was relevant to the socio-economic context of Vietnam, to the context of integration and to the needs and capacity of the beneficiaries, especially consistent with the vision/strategy of Oxfam, as well as the operational purposes of the M.net Network and project participants.

Through its activities, the programme impacted and changed social actors such as law drafting agencies, state agencies, CSOs, other agencies (such as businesses, electricity companies, landlords...) and especially the migrant workers. Impact of the project on law drafting agencies, state agencies and other agencies was in the direction of gradually recognizing the

voice of migrant workers in policy drafting and helping them become the subject of policy consultation. For migrant workers and organizations, CSO changed towards improving individual and organizational capacity.

Through capacity building activities, establishment of self-help groups and core groups, organization of policy advocacy activities, etc., the programme had a direct and important impact on the harvested outcomes.

Although the programme's activities were also affected by the complicated situation of the epidemic, the overall progress was still ensured and the programme had relatively good efficiency in terms of disbursement rate and management cost as well as operating expenses. The programme achieved good results with the indicators reaching the set objectives.

Regarding sustainability, there was evidence that the results of the programme would continue to be maintained at a high level of sustainability, particularly in the legal documents in general and through the strengthened capacity of organizations. The capacity of the group of migrant workers and migrant workers was improved, which would be the basis for participation in similar activities in the future. In addition, there were also organizations of migrant workers that could operate independently through integration with local mass organizations.

The conclusion for each evaluation criteria is as follows:

| Criteria | Conclusion |
|---------------|---|
| Impact | <p>Excellent:</p> <ul style="list-style-type: none"> Clearly substantiated outcomes expressed the impact of the programme in changes in labor laws, ensuring the rights of migrant workers (both formal and informal) to social protections, enhancing the workers' life conditions, and strengthening individual, organizational and network capacity; Created changes in many social actors, including the policy makers, government authorities, state agencies, migrant workers, and many other stakeholders related to the migrant workers groups. |
| Relevance | <p>Excellent:</p> <ul style="list-style-type: none"> The implementation of the programme is relevant to the context at all levels: International, national, local, organizational and individual level; The design of the programme emphasizing the "bottom up" approach is critical success factors, enabling the programme to produce outcomes. |
| Effectiveness | <p>Good:</p> <ul style="list-style-type: none"> For the result 1, the number of migrant workers groups (both formal and informal workers) and total target beneficiaries have exceeded the targets. Through the project, migrant workers have initiated active civic activities or work to claim their legitimate rights. For the result 2, M.net members affirms the capacity, prestige, and contribution of M.net in current policy advocacy activities in the country. For the result 3, the approval of the M.net Network's 3 out of 5 proposals/recommendations by policy makers in the revised Labor |

| Criteria | Conclusion |
|--------------------------|--|
| | Code 2019 has helped freelance/ informal workers for the first time to be included in the subjects of application of the Labor Code; |
| Potential Sustainability | <p>Good:</p> <ul style="list-style-type: none"> • 30 outcomes related to ensuring worker's rights, policies and capacities will continue to be maintained at high sustainability. • 28 outcomes related to individual capacity and collective actions that will continue to be maintained at a moderate level; • 19 outcomes related to the quality of life of migrant workers will be maintained at a low level. |
| Gender | <p>Good:</p> <ul style="list-style-type: none"> • From 2017 to June 2021: Of the total number of direct and indirect beneficiaries, women always accounted for more than 70-80%. • Groups of member organizations had initiatives to promote gender equality; • Organizations made policy recommendations to benefit workers such as those for the Labor Code 2019 (effective in 2021), which introduced the concept of sexual violence into the Law for the first time. |
| Efficiency | <p>Sufficient:</p> <ul style="list-style-type: none"> • The governance and partnership is efficient as all implementing partners have experience in projects on migrant workers and in the local areas. M.net played the role of general coordination of project activities for its member organizations built a common understanding among organizations, thereby creating internal solidarity, and the coordination was also more efficient. • The disbursement rate of organizations was around 80%' • Management vs. Activity cost: 30% - 70% respectively – Average ratio. |

Note: Scale for evaluation:

| | | | | |
|-----------|------|------------|--------------|------|
| Excellent | Good | Sufficient | Insufficient | Poor |
|-----------|------|------------|--------------|------|

5.2. Lessons and recommendations

The lessons can be learnt from answering the question: *What do the pattern of change evident in the outcomes suggest for how the project should continue or adapt its strategies?*

First, it can be said that the approach to **organizing groups from "Bottom up"** is quite appropriate and is an important factor creating the success of the programme. By forming groups, attracting members to join groups, building the capacity of group leaders and group members, supporting them to organize collective meetings, as well as activities to protect the rights of labors, this contributed to the results of the programme, which are:

- Ensuring the migrant workers' rights to social protection;

- Strengthening individual capacity of the worker group leaders and individual workers;
- Enhancing or improving the life conditions of the migrant workers.

Second, the programme organized and operated the group of migrant workers **through civil society organizations**, as well as encouraged **cooperation among them**, contributed to the outcomes of:

- Strengthening individual capacity of the officers in the CSOs;
- Strengthening organizational capacity of the CSOs;
- Increasing the collective actions and collaborations among the CSOs.

Third, civil society organizations, when implementing the Project, **coordinated with local government agencies, mass organizations** (such as the Women's Union), trade unions and other workers' organizations, thereby created outcomes about:

- Strengthening individual capacity of the local government authorities and officers in the mass organizations;
- Strengthening organizational capacity of the mass organizations.

Fourth, by **linking all the above stakeholders**, especially promoting **the role of the M.net network**, the programme studied and provided policy recommendations related to social protections and rights protection of migrant workers, thereby created outcomes on:

- Policies amendment and improvement;
- Strengthening organizational capacity of the network of CSOs;
- Increasing the collective actions and collaborations among the CSOs toward policy advocacy.

Thus, the pattern of change evident in the outcomes, (including 4 aspects):

- (1) Starting with organizing workers groups, building capacity for them;
- (2) Doing this through CSOs, promoting CSO network coalition, building capacity for CSOs;
- (3) Coordinating and involving government agencies and mass organizations in the process and networks; then
- (4) All together to reach to policy makers to advocate for better laws and/or to ensure law compliance.

seems to work well and suggest that Oxfam and CSOs should continue to adapt this strategy in the future. **For the future similar projects, the following are strongly recommended:**

For workers and groups of workers:

It is proposed to set forth the higher objective for the worker groups development, including:

- Organizing workers (formal and informal) and providing capacity-building for worker's organizations so that they can defend themselves and be involved in advocacy related to the government's law review and law drafting and employers' policies and practices.
- Promoting the worker groups to expand its members, or link / network with other groups in the regions or other parts of the Country to increase the influences;

- Encouraging the worker groups to proactively find and work with the trade unions in the enterprises or mass organizations in the districts/communes (in case of informal workers) to have the mutual supports;
- Encouraging the worker groups to establish the “registered” worker organizations.

For the CSOs:

It is of importance to encourage and ensure the CSOs to conduct effectively all the following:

- Promote CSO (including CBOs) network coalition (linking local, national, and regional organizations)
- Capacity building for CSOs in promoting for workers’ rights (law, policies, monitoring, networking, Collective Bargaining Agreements (CBA), organizing workers, advocacy campaigning) & organizational development.
- Promote cooperation between various actors: labor unions, NGOs, research organizations, local authorities... for more effective labor rights defenses;
- Increase international exchange, networking and cooperation for improved learning.
- Working with enterprises to support them to develop culture and policies respecting labor core standards (Child Labor, Worker Right Organizations, Collective Bargaining, Forced Labor, Non-Discrimination) & working conditions (living wage, Over Time, Occupational Safety Health...).

For coordinating with policy makers, government agencies and mass organizations:

This aims to

- Advocate for better laws and policies on labor and social protection: better standards (national and international), extend coverage to all workers.
- Promote law compliance (national and international).
- Promote responsible business practices (RBP).

VI. ANNEX

Annex 1: Detailed activity of the OH process

| Steps | Main objectives | Key activities | Participants involved | Expected outputs |
|--|---|---|---|---|
| Step 1: Design the OH | To agree upon the basic evaluation questions and design the whole process of the OH | 1.1. Kick off meeting with OiV and technical consultation with Oxfam's OH expert(s) | Related OiV managers and staff; OH experts; Consultants. | Inception report, reflecting the basic evaluation questions, approach, methodology, the whole process of OH, and detailed timelines. |
| | | 1.2. Preliminary desk review | Consultants | |
| | | 1.3. Identify the basic evaluation questions and design the OH process | Consultants with consultation with OiV (when needed) | |
| | | 1.4. Preparing the inception report (draft and final) | Consultants; OiV managers and staff | |
| Step 2: Review documentation and draft outcomes | To continue to review documentation in great details and initially draft the outcomes | 2.1. Review all related documentation in great details | Consultants with consultation with OiV (when needed) | Possible outcomes of the project; and the initial outcome statements/ descriptions |
| | | 2.2. Exchange information and findings with Oiv | Consultants; OiV managers and staff | |
| | | 2.3. Draft the possible outcomes of the project | Consultants; OiV managers and staff | Set of interview questions and guidelines, including the questions to address the OECD standard criteria for development project evaluation |
| | | 2.4. Prepare the interview questions/guidelines to engage human resources in Step 3, including the questions to address the OECD standard criteria for development project evaluation | Consultants; OiV managers and staff | |
| Step 3: Engage with human resources | To engage with the change agents and related stakeholders to jointly develop and agree upon the | 3.1. In-depth interviews with project implementing partners (IP), IP's partners, and representatives of worker groups. | CDI, SDRC, LIGHT, GFCD, M.net; Trade unions, WU, Cooperatives, leaders and activists of typical grassroots workers groups; Consultants; and OiV | Improved outcome descriptions and contributions of the project to the outcomes. |

| | | | | |
|--------------------------------------|---|--|---|--|
| | outcome statements of the project | 3.2. Conduct a workshop with with OiV, project implementing partners and related stakeholders to jointly develop and agree upon the outcome statements | CDI, SDRC, LIGHT, GFCD, M.net; Consultants; OiV; and Oxfam's OH expert(s) | |
| | | 3.3. Improve the outcome descriptions after the workshop and prepare questions and methods for substantiation in the Step 4 | Consultants; OiV managers and staff | Questions and methods for substantiation, ready for the next step. |
| Step 4: Substantiate | To verify the newly identified outcomes and contributions of the project to the outcomes. | 4.1. Identify the substantiators (the ones who are knowledgeable about the outcomes, but independent from the project) | Consultants; OiV managers and staff | Substantiated outcome descriptions |
| | | 4.2. Send the questionnaire or direct interviews with the identified substantiators to verify the outcomes and contributions. | Identified substantiators; Consultants; OiV managers and staff | |
| | | 4.3. Analyze the substantiation data, and revise the outcome descriptions (where needed). | Consultants; OiV; and Oxfam's OH expert(s) | |
| Step 5: Analyze and interpret | To analyze and interpret all the findings and draft the evaluation report | 5.1. Put together all the findings, including the outcomes, contributions of the project to the outcomes, and incorporated them with the OECD standard project evaluation criteria | Consultants; OiV managers and staff | Drafts of the evaluation report |
| | | 5.2. Draft the evaluation report and get comments from related stakeholders | Consultants; OiV; and Oxfam's OH expert(s) | |

| | | | | |
|--|--|---|--|--|
| | | 5.3. Incorporate the comments into the second draft of the evaluation report. | Consultants; OIV managers and staff | |
| Step 6: Support the uses of the findings | To support the uses of the findings from the evaluation and finalize the evaluation report | 6.1. Conduct a workshop with related stakeholders to communicate the findings of the evaluation and to discuss the implications and lessons learnt for the future interventions | CDI, SDRC, LIGHT, GFCD, M.net; Trade unions, WU, Cooperatives, leaders and activists of typical grassroots workers groups, and other related stakeholders; Consultants; and OIV and Oxfam's OH expert(s) | Workshop to discuss the implications and lessons learnt from the OH, successfully conducted. |
| | | 6.2. Finalize the final evaluation report | Consultants; OIV managers and staff | Final evaluation report. |

Annex 2: The list and roles of stakeholders and users

| <i>Concept</i> | <i>Definition</i> | <i>In case of the project in evaluation, they are:</i> |
|-----------------|---|---|
| Change agent | Individual or organization influencing the outcome | <ul style="list-style-type: none"> • OiV • Centre for Development Integration (CDI) • Social Development Research and Consultancy (SDRC) • Institute for Development and Community Health (LIGHT) • Research Centre for Gender, Family, and Community Development (GFCD) • Action Network for migrant workers (Mnet) • The leaders and activists of grassroots groups of migrant workers in Hanoi, Bac Ninh, Hai Duong...; |
| Social actor | Individual, group, community, organization, or institution that changes as a result of an intervention by a change agent. | <ul style="list-style-type: none"> • Migrant workers and their families as main target beneficiaries of the project; • Landlords, who lease houses for migrant workers and their families; • Public service providers in the project areas¹ (e.g., electricity, water, commune and district health service); • Public agencies (social insurance, police, environment²...) or local government agencies (commune and district); • Concerned enterprises/employers; • Local authorities • Policy making department - MOLISA³ |
| Human resources | The person(s) who are most knowledgeable about the outcomes. These can be approached for harvest and/or substantiation | <p>Beneficiaries of the project, including:</p> <ul style="list-style-type: none"> • The leaders and activists of grassroots groups of migrant workers in Hanoi, Bac Ninh, Hai Duong...; • Clubs of domestic workers in Hanoi; • Grassroot trade unions in Hanoi; • Group of journalists in Hanoi, who report on the project results; • Self-groups / network of garbage collectors protectors / garbage collectors cooperatives in HCM City; <p>CDI, SDRC, LIGHT, GFCD, Mnet – Implementing partners of the project.</p> <p>Local partners, including:</p> <ul style="list-style-type: none"> • Provincial labor unions of Bac Ninh, Hai Duong, Hanoi...; • Women unions at all levels in Hanoi; • Local governments in the project provinces; |

¹ Target beneficiaries have direct dialogues or petitions to these service providers;

² This relates to garbage collection;

³ This relates to advocacy activities.

| | | |
|---------------|---|---|
| | | <ul style="list-style-type: none"> • Business enterprises in Bac Ninh, Hai Duong, Hanoi (mostly in garment and electronic sectors); • Landlords in Bac Ninh, Hai Duong, Hanoi, HCMC; • Lawyers (legal advices) |
| Harvest users | Individuals who use the findings from the outcome harvesting to make decisions or undertake actions. These users may be one or more individuals within the change agent's organization, or third parties, such as donors. | <ul style="list-style-type: none"> • DGD, OIV, Donors, CDI, SDRC, LIGHT, GFCD, Mnet... |
| Harvesters | Persons responsible for managing the outcome-harvesting exercise, usually internal or external evaluators. | <ul style="list-style-type: none"> • OIV • CDI, SDRC, LIGHT, GFCD, Mnet – Implementing partners of the project • Evaluation team from T&C Consulting |

Annex 3: The evaluation framework and detailed questions

| <i>Basic evaluation framework</i> | <i>Specific implications</i> | <i>DAC/OECD criteria addressed</i> |
|---|--|--|
| 1. In which social actors has the project influenced changes, and what are the main characteristics of changes? Are there differences between women and men in the changes? (i.e., Do women have specific context and conditions? Are they specific outcomes related to women? Is the significance/ contribution higher?) | When answering these questions, following are uncovered: <ul style="list-style-type: none"> • Which social actors have changed? • What are the type of changes? • When and where have the changes been taken place? • What are main characteristics of the changes? • What are the significance of the changes? | With these discoveries, the impacts of the project will be specified through the changes and significance of the changes for social actors. |
| 2. What were the project contributions to the outcomes? And Why the contributions were incurred? | When answering these questions, following are clear: <ul style="list-style-type: none"> • What specific evidences or outputs of the project influenced the social actors? • What are quality and quantity of the outputs? | With information from these questions, several DAC evaluation criteria could be addressed: <ul style="list-style-type: none"> • Effectiveness through comparing the outputs produced against planned; |

| | | |
|--|---|---|
| | <ul style="list-style-type: none"> • How have these outputs been produced and delivered to the social actors? • How the outputs fit with the needs of the social actors? And with the capacity and needs of the change agents? • How the project was organized and managed to produce the outputs? | <ul style="list-style-type: none"> • Relevance through understanding the fitness of the project outputs with social actors and change agent needs and capacity; • Efficiency through knowing the quantity of the outputs compared to costs; and the organization and management of the project. |
| 3. To what extent do the outcomes represent the progress toward the project's specific objectives as stated in the ToC or Log frame? | <p>When answering these questions, following are uncovered:</p> <ul style="list-style-type: none"> • What are gaps or difference between the outcomes and the specific objectives of the project? • What are unintended outcomes? | With these discoveries, the effectiveness of the project will be specified through comparing the outcomes against the specific objectives of the project, pointing out the level of objective achievement. Also, the impact with negative and unexpected outcomes will be specified. |
| 4. To what extent do the outcomes demonstrate the potential for continued multi-stakeholders engagement in the change and institutionalization? | <p>When answering these questions, following are revealed:</p> <ul style="list-style-type: none"> • Which outputs (leading the changes) can continue to be produced without the support of the project? • What changes can be adopted and replicated in other contexts/situations? • What changes can be institutionalized at local and/or central levels? | With these discoveries, the sustainability of the project will be specified through knowing the potential for continued changes. |
| 5. What do the pattern of change evident in the outcomes suggest for how the project should continue or adapt its strategies? And what can the project learn from negative, unintended outcomes? | <p>When answering these questions, following are revealed:</p> <ul style="list-style-type: none"> • How well the project strategy and approach fit with the conditions of beneficiaries and capacity of partners? • How should the project do differently in its strategy and approach? • What are the main lessons learnt, especially from the negative, unintended outcomes? | With these discoveries, the relevance of the project will be specified, and the lesson learnt for the future intervention will be drawn. |

Annex 4: Final set of outcome descriptions

(See attached file)

Annex 5: Survey template for substantiation of the outcomes

Below you will find a sample of the outcomes we collected during this evaluation that relate to the Project “Decent Work and Social Protection”. We would like to receive your feedback on these outcomes through a short multiple-choice questionnaire.

Please indicate to what extent you agree with the description of the outcomes, its significance and the contribution of the Project. The outcome description describes the change, the significance describes why this change is important and the contribution describes what the Project did to contribute to this change.

On each part of the outcome description below, please indicate to what degree do you agree that the information is accurate:

- Fully agree
- Partially agree
- Disagree
- Do not know

| No | Outcome descriptions | To what degree do you agree that the information is accurate? | Please explain any disagreement you may have with the accuracy of the description of the outcome or present an alternative description or additional information | Please rate significance of the outcome | Also, please indicate your opinion on the level of contribution of the project to the outcomes |
|-----------|--|---|---|--|---|
| 01 | The changes in the social actors' behaviors <i>(to be inserted after harvesting outcomes in Step 1, & 2)</i> | <input type="checkbox"/> Fully agree <input type="checkbox"/> Partially agree <input type="checkbox"/> Disagree <input type="checkbox"/> Do not know | | | |
| | Significance of the changes <i>(to be inserted after harvesting outcomes in Step 1, & 2)</i> | <input type="checkbox"/> Fully agree <input type="checkbox"/> Partially agree <input type="checkbox"/> Disagree <input type="checkbox"/> Do not know | | <input type="checkbox"/> Very high <input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low | |
| | The contributions of the Project to | <input type="checkbox"/> Fully agree <input type="checkbox"/> Partially agree | | | <input type="checkbox"/> High <input type="checkbox"/> Medium |