Reseach Title

GENDER AND WELFARE SYSTEM IN EXPORT PROCESSING ZONES

(A case of Export Processing Zones in Kenya)

By

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JULY 2004

Owino Geoffrey Otieno
Gender and welfare
system in export
This Project is my original work and has not been presented for any of the study program or award in any other university.

Signed_____________________________ Date 18-10-2004

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DEDICATION

This work is dedicated to my wonderful sons, Ishmael and John. To my loving wife, Caroline, Whose encouragement and support made another dream come true and lastly to the Owino family for being there every step of the journey.
ACKNOWLEDGMENT

I am greatly indebted to my supervisors Dr. Francis Kerre and Gladys Kimutai for their guidance, valuable comments and inputs during the various stages of this study. I would like to convey my utmost gratitude to Professor Romanus Okelo who by zeal and persistence made this research possible. I would also like to thank Mr. Lawrence Ochoo most sincerely for his assistance in the analysis of data and the interpretation of results.
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LIST OF ACRONYMS

- AGOA (African Growth and Opportunity Act)
- COTU (Central Organization of Trade Union)
- EPZ (Export Processing Zone)
- EPZA (Export Processing Zone Authority)
- EPZLWF (Export Processing Zones Labour Welfare Fund)
- GOK (Government of Kenya)
- ILO (International Labour Organization)
- SPSS (Statistical Packages for Social Sciences)
- UK (United Kingdom)
- UNCTAD (United Nations Conference on Trade and Development)
- UNCTC (United Nations Center on Transnational Corporations)
- UNIDO (United Nations Industrial Development Organization)
- USA (United States of America)
- W B (World Bank)
DEFINITIONS

- **UNIDO** (United Nations Industrial Development Organization)
  An Export Processing Zone is a relatively small, geographically separated area within a country, the purpose of which is to attract export-oriented industries, by offering them especially favorable investment and trade conditions as compared with the remainder of the host country. In particular, the EPZs provide for the importation of goods to be used in the production of exports on a bonded duty free basis (UNIDO, 1980).

- **UNCTAD** (United Nations Conference on Trade and Development)
  Export Processing Zones are industrial estates, which form enclaves within the national customs territory and are usually, situated near an international port and/or airport. The entire production of such zones is normally exported. Imports of raw materials, intermediate products, equipment and machinery required for export production are not subject to customs duty (UNCTAD, 1985: 10).

- **UNCTC** (United Nations Center on Transnational Corporations)
  An EPZ could be defined here as a clearly delineated industrial estate, which constitutes a free trade enclave in the customs and trade regime of a country, and where foreign manufacturing firms producing mainly for export benefit from a certain number of fiscal and financial incentives (ILO/UNCTC, 1988: 4).

- **The World Bank**
  An export-processing zone is an industrial estate, usually a fenced-in area of 10 to 300 hectares, that specializes in manufacturing for export. It offers firms free trade conditions and a liberal regulatory environment (World Bank 1992: 7).
This study assessed work condition of the following three garment manufacturing enterprises, Baraka Apparels Nairobi, Altex Apparels Athi River and Kapric Apparels Mombasa in Kenya. The results of the study show that the existence of export processing zones continues to be mired by a reputation for low wages, poor working conditions, sexual harassment and underdeveloped labour-relations systems. Working in such hostile environment makes workers vulnerable to exploitation.

The study concludes that given the rigid nature in which these organizations are structured, terms and conditions of work will continue to be deplorable. Under such circumstances it is understood that the ideal work conditions would prevail in the export processing zones if minimal measures to ensure the welfare of the worker are taken into consideration.
CHAPTER ONE

1.0 INTRODUCTION

Gender\(^1\) refers to the many aspects of human affairs concerned with the experience of being male or female in a particular culture. Welfare\(^2\) on the other hand refers to the concern for the physical wellbeing of people. Welfare matters include services such as adequate housing, training, sporting activities, holidays, child-care, medical, transport, reward and compensation, maternity leave and office facilities. The aim of this project was to study gender relations and employers attitudes towards employees particularly women.

Export Processing Zone, which has grown rapidly in the world over the last 30 years, has rejuvenated the economy as well as employment. There are currently over 850 Export Processing Zones\(^3\) of which 35 are in Kenya. The purpose of the study is to identify the problem in selected Export Processing Zones in Kenya. The project covered 3 zones one each in Nairobi, Mombasa and Athi River and the sample size collected represent 10 percent of all the Export Processing Zones.

The site allocations were chosen because of the limitations time and money. This project used a stratified random sampling strategy\(^4\) because it allows for generalization of a larger population with a margin of error that is statistically determinable. Data was

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Collected through questionnaires and a computer aided Statistical Packages for Social Sciences were used to analyze the data.

The expected output will benefit workers in the Export Processing Zone; it will help the Government in the development of suitable policies on disputes in Export Processing Zone; it will assist managers and supervisors in the creation of an enabling environment; it will also help develop workers consciousness about their plight.
1.1 BACKGROUND OF THE STUDY

Gender and welfare issues in the workplace have been identified as the main source and cause of the wildcat strikes\(^5\) that rocked Kenya’s Export Processing Zones at the beginning of 2004. A close look at the facts of life for ordinary workers in the Export Processing Zones indicates that these problems are indeed genuine and need to be addressed. This project will examine the workplace conditions in some of these zones from a gender and welfare perspective.

As global competition for jobs and foreign investment intensifies, Export Processing Zones (EPZs) are proliferating worldwide. Abeywarden J. (1994)\(^6\) defines Export Processing Zones in simple terms as industrial zones with special incentives, set up to attract foreign investors, in which imported material undergo some degree of processing before being exported again. Export Processing Zones can be viewed as clearly delineated industrial estate, which constitutes a free trade enclave in the customs and trade regime of the country, and where foreign manufacturing firms producing mainly for the export, benefit from certain tax and financial incentives.

The main objective behind setting an Export Processing Zone is to attract investment that would otherwise not materialize. Developing countries have created Export Processing zones mainly for the purpose of promoting development of export oriented manufacturing industries, create jobs and raise standard of living, transfer new skills and

expertise to local human resource, earn foreign exchange, create backward and forward links to increase the output and raise the standard of local enterprise that supply goods and services to the zone investors, introduce new technology and develop backward regions of the country by locating the Export Processing Zones in these areas and using them to attract industries.

One of Africa’s renowned Export Processing Zone enclaves is found in Mauritius. These Zones were set up in September 1992, with a primary objective to address those issues critical to the successful transition from a labour-abundant to a skills-intensive economy. Specialized skills were needed to promote the diversification of new product range, sustain the growth of the core textile products and to attain higher value for exports and earn foreign exchange.

Kenya’s Export Processing Zones structure was introduced in 1990 following the enactment of the EPZ Act, CAP 517 of the Laws of Kenya\(^7\) to attract foreign investors who would earn the country foreign exchange and address Kenya’s tremendous unemployment problem. Export Processing Zone companies were promised a ten year income tax holiday and other financial incentives, plus reliable infrastructure and the services of an Export Processing Zone Authority as a one-stop-shop to avoid bureaucratic hurdles often faced when setting up a Kenya company.

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\(^7\) Export Processing Zones Authority (1990) History of EPZ in Kenya.
The Export Processing Zone Authority (2003) report indicates that Kenya has 35 such zones designated in eight towns of Nairobi, Athi River, Voi, Mazeras, Mombasa, Kilifi, Malindi and Kerio Valley. Of the 35 zones 21 are already housing enterprises, 4 have been completed and are ready to house enterprises, 6 are under construction while 4 are available as land for development. The development of these industries however, has created an employment system where management is foreign and the majority of workers local.

The main reason for establishing Export Processing Zone in Kenya was to generate employment, earn foreign exchange, harness investment, promote technology transfer and increase value added for domestic inputs. The Export Processing Zone program has continued to register steady growth despite the labour problems experienced at the beginning of 2003.

According to the Government of Kenya economic survey (2004), the program indicators have been positive due to the introduction of African Growth and Opportunity Act (AGOA) which has enabled Kenya to export duty free processed Garments and Apparels to the United States.

The contribution of the Export Processing Zones Enterprises to the national economy has continued to rise. Total domestic expenditure as of end 2003 stood at Kshs. 4.75 billion up from 3.65 billion year 2002 while the turnover of the Export Processing Zone enterprises stood at Kshs. 14.8 billion by the end of 2003. Exports from the companies
rose from Kshs. 9.74 billion in 2002 to 12.43 billion in 2003. Direct employment of Kenyans in the Export Processing Zone stood at 35,000 in 2003 an increase of 32.0 percent from 26,447 in 2002.

The Export Processing Zone created an estimated 11,667 indirect jobs in subcontracting and supplies bringing the total employment attributable to Export Processing Zone to over 46,667. Employment of expatriates grew from 701 registered in 2002 to 935 in year 2003. The main foreign investments were from UK, USA, Sri Lanka, India, China, Taiwan, Hongkong, Netherlands, Denmark, and Belgium among others.

The ILO report (2003) points out however, that there were relatively few companies in the Kenyan Export Processing Zones until the passage in the United States of the African Growth and Opportunity Act (AGOA) in 2000. AGOA provides for tariffs and quota free import until 2008 for over two thousand products, including textiles and apparel.

AGOA also allows Kenya and other lesser-developed African countries to use raw materials from outside the United States or Africa for the production of apparel until September 2004. Taking advantage of these provisions several apparel manufacturers with histories of questionable factory practices shifted production to Kenya creating a sweatshop phenomenon in the Export Processing Zones that Kenya had not seen before. It would be interesting therefore, to determine the effect the introduction of EPZs in Kenya has had on the gender and welfare of workers.
1.2 STATEMENT OF THE PROBLEM

The Export Processing Zone Authority report (2003) indicates that there are about 34 garment-manufacturing industries operating in the zones with an employment capacity of 32,095 and an average monthly wage of Kshs. 5,627. The development of these industries however, has created social problems, which stem from undesirable practices on the part of certain employers and the failure of the government to sanction these practices before they become deeply rooted.

The critical issues that are of concern to the employees particularly in the absence of collective bargaining are Compensation, real wages, working conditions and social welfare which includes services such as adequate housing, maternity leave, office facilities, child-care, medical, insurance, training, transport, and holidays.

It has also become evident that both men and women are not treated equally in these zones. There is hue and cry about sexual exploitation and discrimination. These facts need to be investigated and addressed in this project.

Labour and human resource problems in the garment manufacturing industries in these Zones can be addressed in such a way as to improve wages and working conditions. The study will also attempt to identify and recommend appropriate solutions.
1.3 OBJECTIVES

- General Objectives
The broad objective of the study was to investigate and establish the existence of problems and bad practices with respect to social welfare and how both male and female workers perceive them.

- Specific Objectives of the Study were to:
1. To determine the attitude of employers towards employees in the zones.
2. To establish the working conditions of both male and female workers.
3. To determine the role of Government in influencing industrial disputes in Export Processing Zones.

1.4 RESEARCH QUESTIONS

1. What are the attitudes of employers towards employees in the zones?
2. What are the working conditions of both male and female workers in the garment manufacturing industries in E PZ in Kenya?
3. What should be the role of government in influencing industrial disputes in Export Processing Zones?
1.5 SIGNIFICANCE OF THE STUDY

This study will be useful to the aggrieved employees of Export Processing Zone whose working condition was investigated. This study will also assist the government in formulating policies on the best way to deal with investors and for better management of its citizen's welfare. In addition the study will be of much assistance to other researchers in the academic world by highlighting those areas that require further research.

1.6 SCOPE AND LIMITATION OF THE STUDY

The study was carried out on one garment manufacturing industry each in the following zones; Athi River, Nairobi and Mombasa The study was limited by access to the zones; lack of cooperation from managers, supervisors employees in these zones; lack of time as well as finances.
2.0 LITERATURE REVIEW

This chapter reviews the issues associated with gender and welfare in Export Processing Zones such as inequality, discrimination, health and hygiene, insurance, transport, security, sexual harassment of workers and so on, and provides an update of historical developments.

Over the last few decades there has been considerable growth in Export Processing Zones in size as well as in number, but the concept is not a new one. Under the Roman Empire free trade zones were set up along the commercial routes and used for storing duty free goods before re-exporting them. The free towns of Middle Ages and the duty free ports of the British Empire (Singapore, Gibraltar and Hong Kong) continued the tradition.

According to the International Labour Organization report (1996)\(^8\) the first Export Processing Zone of the modern era was set up in 1959 at Shannon, in Ireland. In 1962 Puerto Rico adopted the concept with the establishment of an Export Processing Zones in the island.

The concept soon spread to Asia. India was the first country to establish Export Processing Zone, at Kandla, in the Asia Pacific region in 1966. Sixteen years later there were nearly 175 spread across fifty countries. Since then Export Processing Zones have

been created in nearly half the world’s countries mainly in the Third World. Many
developing country governments make the zones the mainspring of their economic future.

Heerden A. V. (1995)\textsuperscript{9} reports that Export Processing Zones have become an important
characteristic in the industrial development in countries such as Taiwan (China), South
Korea, Singapore, Hong Kong (China), Malaysia, Dominican Republic, and Mauritius.
Gender analysis in these countries show that female wage earnings have been low even
though, annual growth in female employment over the years has been higher than male.

Heerden A. V. (1995) continues to point out further, that there are frequent absence of
minimal standards and poor labour-management relations, which have predictable
outcomes. High labour turnover, absenteeism, stress and fatigue, low rates of
productivity, excessive wastage of materials and labour unrest are still too common in
Export Processing Zones.

A research on Export Port Zones carried out by Mokadden (2000)\textsuperscript{10} indicates that there
are very few countries, which openly and officially include Export Processing Zones in
the national labour legislation and system of labour-management relations. However, in
Bangladesh, Export Processing Zones are excluded from the scope of the country’s
Industrial Relations Ordinance, which provides for organizing and bargaining workers
rights.

\textsuperscript{10} Mokadden (2000) A survey of working conditions in Bangladesh EPZs of Chillagong and Saver
A study of Chillagong and Saver Zones in Bangladesh paints a grotesque picture of what workers do experience in those Zones. The most shocking of the report is its revelation concerning the sexual abuse of female workers by foreign managers. Apart from being touched, hugged, and kissed and being compelled to satisfy sexual appetites of management in factory offices, attractive female workers are pressed into service as escorts for foreign visitors and sexually assaulted in hotels or guest houses. Some are sent abroad for training but actually end up as sex slaves.

A survey by Mokadden (2000) on the working conditions in the two Zones continue to reveal other pressing issues afflicting workers such as; substandard wages, long delays in payment of wages, illegal long overtime hours, no premium pay for over time or holiday work, unhealthy working conditions, emergency exits locked 24 hours a day, unreasonable restrictions on the use of toilets, verbal abuse, arbitrary dismissals, unacceptable forms of discipline (cleaning of toilets), and rape.

The International Labour Organization Report (1998) shows that Nicaragua's Export Processing Zones too have similar cases of serious violations of workers rights, which include ill treatment, physical harassment and sexual abuse by management. Apart from the violation of workers rights anyone trying to form unions to protect the workers is likely to be threatened fired and blacklisted. This report's finding clearly demonstrate how the country is promoting an aggressive export policy at the expense of the rights of their working population.
A close look at the facts of life for an ordinary Kenyan worker in the Export Processing Zones indicates that they are now more socially aware of the problem. The wild cat strikes experienced in January 2004 was a clear manifestation of this predicament. With the advent of strikes, concern for employee welfare and their working condition has become an issue that needs to be investigated. Some of the issues that are highlighted include poor working conditions, sexual harassment, being prevented from joining unions, fear of arbitrary lay-off, long hours of work and inadequate reward and compensation.

According ILO report (1998) workers grievance in Export Processing Zones can be addressed adequately in the same manner in which Mauritius has done so. Mauritius has implemented an Equal Employment Opportunity Policy that is gender sensitive. The labour laws and labour relations system cover the zone workers.

The establishment of an export processing zone welfare fund (EPZLWF) has helped promote the welfare of the workers by improving the image of workers. Availability of scholarship to the workers, loan facilities without interest for the purchasing of household appliances, organizing education programs on social issues and organizing recreational and sport facilities.

The International Labour Organization report (1998) concludes that only Export Processing Zones with a stable labour relations that is gender sensitive and addresses the general welfare of the workers will be able to avoid industrial disputes in the future.
Finally, much needed investments in social welfare, particularly of the sort needed by workers (for example, childcare facilities, safe transport and sanitary living and working conditions) could go a long way toward making Export Processing Zones employment more stable and attractive.

The defining characteristic of any society, from a Conflict perspective, is inequality. According to Karl Marx\textsuperscript{11}, people set their labour and sometimes see that there is a likelihood of conflict in the workplace. The causes of conflict that is relevant to this study are sexual harassment, poor pay, lack of recognition, gender discrimination and lack of cohesion.

Conflict theorists, by definition, argue that groups in a society are always fighting each other and that individuals and groups within society have differing amounts of material and non-material resources and that the more powerful groups exploit groups with less power. The two methods by which this exploitation is done are through brute force and economics.

Conflict theorists argue that money is the mechanism, which creates social disorder. From such a perspective, money is made through the exploitation of the worker. It is argued that, in order for a factory owner to make money, he must pay his workers less than they deserve.

\textsuperscript{11} Karl Marx (1818-1883)
According to Maslow\textsuperscript{12}, individuals often have problems consistently articulating what they want from a job. Therefore, employers have ignored what individuals say that they want, instead telling employees what they want, based on what managers believe most people want under the circumstances. Frequently, these decisions have been based on Maslow's need hierarchy, including the factor of prepotency. As a person advances through an organization, his employer supplies or provides opportunities to satisfy needs higher on Maslow's pyramid.

Herzberg\textsuperscript{13} (1959) constructed a two-dimensional paradigm of factors affecting people's attitudes about work. He concluded that such factors as company policy, supervision, interpersonal relations, working conditions, and salary are hygiene factors rather than motivators. According to the theory, the absence of hygiene factors can create job dissatisfaction, but their presence does not motivate or create satisfaction.

Job satisfaction and motivation are not synonymous. Motivation is a drive to perform, whereas job satisfaction reflects the employee's attitude or happiness with the job situation. One relationship that has been clearly established is that job satisfaction does have a positive impact on turnover, absenteeism, tardiness, accidents, grievances, and strikes. Studies have also reported that gender, can have a moderating effect on this relationships.

\textsuperscript{12}Maslow (1954) Motivation and Personality.  
\textsuperscript{13}Herzberg (1959)
2.1 CONCEPTUAL FRAMEWORK

We know that quite a lot has been written in the Newspapers and mentioned in the electronic media about the problems workers in Export Processing Zones face and in particular regarding poor welfare system and sexual harassment.

It is also known that substantial studies and research have been carried out on the deplorable working conditions of Export Processing Zones. However in Kenya very little research has been done to determine and address these problems with respect to gender and welfare.

This study will therefore, attempt to determine the attitude of employers towards employees in the zones, establish the working conditions of both male and female employees in the zones, and determine the role of the Government in influencing industrial disputes.

The conceptual framework shows that the problems of gender, sex discrimination of workers, turnover, absenteeism, tardiness, accidents, strikes, grievances, sabotage are as a result of job dissatisfaction which is influenced by the management policies which causes various aspects as shown in the model.

The model summarizes the major factors that determine an employee’s level of dissatisfaction. The total impact of the factors causes employees to be either generally satisfied or dissatisfied with their jobs. The model indicates that employees who are
satisfied with their jobs tend to be committed to the organization and are likely to be very loyal and dependable. Employees who are dissatisfied with their jobs tend to behave in ways that can be detrimental to the organization; these employees are likely to experience a higher rate of turnover, absenteeism, tardiness and more accidents, strikes and grievances.

Table 1

<table>
<thead>
<tr>
<th>Independent variables</th>
<th>Intervening variables</th>
<th>Dependent variables</th>
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<tr>
<td>Style and quality of management</td>
<td>Job satisfaction</td>
<td>Commitment to the organization</td>
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<tr>
<td>Job design (scope, depth)</td>
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<tr>
<td>Compensation (external and internal consistency)</td>
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<td>Social relationships</td>
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<td>Training</td>
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<td>Perceived long-range opportunities</td>
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<tr>
<td>Perceived opportunities elsewhere</td>
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<tr>
<td></td>
<td>Job dissatisfaction</td>
<td>Turnover, absenteeism, tardiness, accidents, strikes, grievances, sabotage</td>
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CHAPTER THREE

3.0 RESEARCH METHODOLOGY

3.1 INTRODUCTION
This chapter presents the methodology that was used to attain the study objectives. It looked at the target population and sample size, data collection methods, data analysis methods and concluded with the expected output.

3.2 TARGET POPULATION AND SAMPLE SIZE
The population from which the sample was drawn includes all male and female employees of Baraka Apparels EPZ Nairobi, Kapric Apparels EPZ Mombasa and Altex EPZ Athi River. The sample size covered about 60 male and 60 female employees working in these Garment industries.

3.3 SAMPLING STRATEGY
There are several methods of sampling data. This includes purposive sampling, snowball sampling, quota sampling, and random sampling. Due to the nature of the study, the researcher used a stratified random sampling technique because it allows for generalization of a larger population with a margin of error that is statistically determinable and also gave the employees' equal opportunity to participate.
3.4 DATA COLLECTION TOOLS
Data was collected through questionnaires, which included closed-ended questions. The questionnaire was administered to the identified respondents by the researcher. Direct interviews with the participants were also used to attain information that would otherwise not come out clearly.

3.5 DATA ANALYSIS
After editing and coding the responses, descriptive statistics was used to describe and summarize the data collected. These included the use of tables, graphs, charts, and percentages. Quantitative analysis was done using a computer aided Statistical Packages for Social Sciences (SPSS).

3.6 EXPECTED OUTPUT
These findings will benefit workers in the Export Processing Zones. It will help the Government in the development of suitable policies on disputes in EPZ. It will assist the managers and supervisors in the creation of an enabling environment. It will also help develop workers consciousness about their plight.
CHAPTER FOUR

4.0 RESEARCH FINDINGS

This chapter report the findings derived from the observation from analyzed data that corresponds with the sections found in the questionnaire.

The creation of employment and the earning of foreign exchange are regarded as some of the primary goals for the establishment of export processing zones in Kenya. Pursuing this goals however, has not proven beneficial to majority of worker in this export oriented Apparel manufacturing industries. The results of this study paint a grotesque picture of the deplorable work conditions prevalent in these zones.

The general observations from data analysis of 120 respondents from the 3 zones indicate that there were altogether 45 males constituting 37.5% and 75 females constituting 62.5% respectively. The age values range from 18-47 with a mean of 30 years for all zones. The mean age for males per zone was 33.6 for Baraka Apparels, 33.4 for Altex Apparels and 34.6 for Kapric Apparels.

While females per zone had a mean of 27.8 for Baraka Apparels, 29.5 for Altex Apparels and 25.6 for Kapric Apparels, majority (82.7%) of the female respondents at least went through secondary school. It is evident from the sample that the dominant age group in the 3 zones is 28 to 32.
If we consider the marital status of these workers then it was seen that only 12 (15%) women were married and 58 (85%) men were married. The family size by the number of children is an average of 3 children with the largest family having 8 children and a minimum of 1 child.

The educational attainment of workers in the 3 zones is contrary to what was expected, which is associated with the improvement of school enrollment. In which case 82.7% of the female workers have now completed secondary school compared to only 17.3% with a primary education.

Male employees also show a different trend, while only 20% of male workers are of primary level, 68.9% have secondary education and 11.1% acquired post secondary education. This may help shed some light on the gender wage disparity.

In the course of the study, some gender disparity issues emerged based on the composition of the workforce of the 3 selected Export Processing Zones. A critical observation of these zones although not clearly indicated in the research, did show that majority of the workforce consisted of women.

A comparative study of Altex Apparels Athi River and Kapric Apparels Mombasa based on equal number of representation each did not reveal much disparity in their composition. Except for Baraka Apparels Nairobi in whom some substantial gender
disparity was noted, only 5(100%) male against 35(100%) female workers participated in the study.

Figure 1

Employment Opportunities in the Three Zones

Figure 1 shows that these zones did not follow the Equal Employment Opportunity regulation as required by the labor laws of Kenya. It was observed from data analysis that only 3% of the total workforce had equal employment opportunities to work in the zones as opposed to 97% of the workers who believe that there were no equal chances for employment in these zones.
As evident from the graph above, most job seekers frequent the gates of Export Processing Zones with a view to getting some form of work but somehow, find that general recruitment of workers is quite often carried out selectively thereby favoring only those with purported connections. An interesting thing to note here is that in response to preferable connections, it was observed that managers, supervisors and even influential employees used this method to demand for sexual favors from desperate female job seekers.
Table 2

<table>
<thead>
<tr>
<th>Zone Employment</th>
<th>Baraka Male</th>
<th>Baraka Female</th>
<th>Altex Male</th>
<th>Altex Female</th>
<th>Kapric Male</th>
<th>Kapric Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assisted</td>
<td>5 (100%)</td>
<td>35 (100%)</td>
<td>17 (85%)</td>
<td>20 (100%)</td>
<td>13 (65%)</td>
<td>19 (95%)</td>
</tr>
<tr>
<td>Random Luck</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Others</td>
<td>3 (15%)</td>
<td></td>
<td></td>
<td>7 (35%)</td>
<td>1 (5%)</td>
<td></td>
</tr>
</tbody>
</table>

Source: research

In gender comparison by zone, as evident in the table above, Baraka Apparels represented 5(100%) male against 35(100%), Altex Apparels represented 17(85%) male against 20(100%) female with only 3(15%) male representing other means. Kapric Apparels represented 13(65%) male with only 7(35%) representing other means against 19(95%) female with only 1(5%) representing other means.

Table 3

<table>
<thead>
<tr>
<th>EPZs Employment</th>
<th>Baraka Male</th>
<th>Baraka Female</th>
<th>Altex Male</th>
<th>Altex Female</th>
<th>Kapric Male</th>
<th>Kapric Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Through other employees</td>
<td>5 (100%)</td>
<td>35 (100%)</td>
<td>17 (85%)</td>
<td>20 (100%)</td>
<td>13 (65%)</td>
<td>19 (95%)</td>
</tr>
<tr>
<td>Self</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7 (35%)</td>
</tr>
<tr>
<td>Others</td>
<td></td>
<td></td>
<td>3 (15%)</td>
<td></td>
<td></td>
<td>1 (5%)</td>
</tr>
</tbody>
</table>

Source: research

The results reveal that people know about job opportunities at the Export processing Zones through other employees as stated by 90.8% of the sample surveyed. Very few get to know about job vacancies by visiting those zones. As evident from the table above job opportunities in the Export Processing Zones are not advertised.
Table 4

<table>
<thead>
<tr>
<th>Nature of Work</th>
<th>Baraka</th>
<th>Altex</th>
<th>Kapric</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male</td>
<td>Female</td>
<td>Male</td>
</tr>
<tr>
<td>Skilled</td>
<td>5 (100%)</td>
<td>29 (82.9%)</td>
<td>15 (75%)</td>
</tr>
<tr>
<td>Unskilled</td>
<td>6 (17.1%)</td>
<td>5 (25%)</td>
<td>3 (15%)</td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: research

As evident from the table above majority of the workforce in these zones are skilled and that most of the female workers are preferred due to their prior skills in tailoring. It was observed that most male workers with skills featured as truck drivers, dye assistants and laundry technicians. Unskilled workers performed general duties like cleaning, loading and unloading of materials.

Table 5

<table>
<thead>
<tr>
<th>Condition of Work</th>
<th>Baraka</th>
<th>Altex</th>
<th>Kapric</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male</td>
<td>Female</td>
<td>Male</td>
</tr>
<tr>
<td>Comfortable</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.9%</td>
<td>5%</td>
<td>10%</td>
<td>20%</td>
</tr>
<tr>
<td>Uncomfortable</td>
<td>100%</td>
<td>97.10%</td>
<td>95%</td>
</tr>
</tbody>
</table>

Source: research

An interesting thing to note here is that in response to job comfort and irrespective of gender, almost all employees in the zones are uncomfortable. The survey of these three zones revealed that hardly any emphasis was laid on the welfare of the workers. The reasons being many, Since all the 3 industries are totally export oriented ones, all the
emphasis is directed towards minimizing production costs to competitively price the product in the international market.

Providing the basic welfare for workers would mean escalating overhead expenses, and in turn, higher cost of the produce to be exported. Even the export processing zone authorities are concerned only about the export performance of the units. Workers are freely available and hence the industries in the export processing zones do not mind dismissing a worker in the event of his/her falling ill or medically incapacitated, even if temporarily.

It was also observed that some employees in these zones work in uncomfortable positions for long hours. This was particularly seen in ironing sections where women and men have to iron countless clothes standing in awkward positions. This leads to body ache, backache, joint pains etc., among these workers.

Another general observation made during the survey was that workers are not provided with sufficient protective equipment. Accidents are common and are both minor and major. Minor accidents include minor falls, cutting and bruising, fingers getting trapped into machines and minor injuries due to splash of chemicals. The company does not pay compensation as per the law to the worker in lieu of any accident.
As evident from the table above, (97.5%) did not sign any employment contract. Apparel industries rely heavily on AGOA program to survive. The Apparel industries will close down after the laps of this program, which indicates why contracts are never preferred.

The dominance of male supervisors in the zones has led to concern about gender discrimination. It is interesting to note that male supervisors are more than their female counterparts in each zone. An explanation for this is not quite clear even though women are the majority.
Sexual harassment is one of the issues, which is affecting a large number of women in the zones. Whereas 4.4% of males also say they have been victims of sexual harassment. Very little data is available on the subject because men generally tend to keep quiet on the issue due to social and cultural reasons as well as fear of losing their job.
It was seen that in all the three zones sexual harassment was quite prevalent at the workplace. As indicated in the figure above, it is clearly evident that managers, supervisors and colleagues have sexually abused 96% of women employees in these zones.
Sexual harassment is quite prevalent in the zones due to the desperate manner in which female workers value these jobs. Women are forced to play along otherwise they risk being arbitrarily dismissed or even assigned duties with an impossible set target to complete.

This is not all, women also tend to work late in the evenings and this provides an excellent opportunity for male colleagues with ulterior motives to sexually harass them on their way home. The high prevalence of sexual harassment would imply high rate of HIV infection and this is very bad given that majority of the workers are married and have children.

<table>
<thead>
<tr>
<th>Combined Zones Dismissals</th>
<th>Ratings</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cases of arbitrary dismissals</td>
<td></td>
<td>117</td>
<td>97.5%</td>
</tr>
<tr>
<td>Non</td>
<td></td>
<td>3</td>
<td>2.5%</td>
</tr>
</tbody>
</table>

Source: research

As shown in the table above, 97% of the respondents agree that there are cases of arbitrary dismissal and only 2.5% do not think so. Women’s maternity leave is a panacea for disaster in these zones, in fact getting pregnant generally means arbitrary dismissal.
Table 9

<table>
<thead>
<tr>
<th>Gender Job Security Rating</th>
<th>Baraka Apparels</th>
<th>Altex Apparels</th>
<th>Kapric Apparels</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male</td>
<td>Female</td>
<td>Male</td>
</tr>
<tr>
<td>Guaranteed</td>
<td></td>
<td></td>
<td>1(5%)</td>
</tr>
<tr>
<td>Uncertain</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Depends on relationship</td>
<td>3(5%)</td>
<td>35(100%)</td>
<td>19(95%)</td>
</tr>
</tbody>
</table>

Source: research

There appears to be numerous cases of insecurity in the work place as evidenced above, while the government of Kenya turns a blind eye to the plight of workers, uncertain work environment prevails. In the process, the employer is assured that there is no one to bother about the application of labour laws in the zones.

It can be concluded that while men job security is equally uncertain it also depends on the relationship which may suggest performance and value of an employee. Female job security is purely based on relationship as percentage from all the three zones indicate.

Working in such hostile and insecure environment makes workers vulnerable to exploitation.
95.8% of workers believe that male employees are disadvantaged or discriminated in the zones. Substantial at first sight but what is also interesting is that only 3.3% had experienced some form of discrimination in the work place. However, as is the case in this study, information on the probable cause of this condition is not clear.

This is in conflict with what would have been the expectation. The nature of work in these zones is too monotonous and involves strenuous activities that only women have been known to endure. This may confirm the preference of female to male in the number of male to female workers.
Workers receive wages in all forms i.e. daily, monthly and piece rate. Piece rated wages is common in these zones where a monthly wage is fixed on basis of some production norm. Contractual labour is also employed. The sub-contractor and not the firm determine the wages paid to contact worker.

The wages, which a worker may receive, depend upon ones position in the organization hierarchy, skills of the worker or gender mean nothing.

Table 10

<table>
<thead>
<tr>
<th>Income</th>
<th>Gender</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male</td>
</tr>
<tr>
<td>Less than 2000</td>
<td>34 (75.6%)</td>
</tr>
<tr>
<td>2000-4500</td>
<td>8 (17.8%)</td>
</tr>
<tr>
<td>5000-8000</td>
<td>3 (6.7%)</td>
</tr>
<tr>
<td>Over 10000</td>
<td></td>
</tr>
</tbody>
</table>

Source: research

As seen above 75% of male workers earn between 2000-4500, 17.8% earn between 5000-8000 and 6.7% are in the more than 10000 scale. Majority of women (100 %) receives wages within a range of 2000-4500 per month, which would mean there is some element of gender disparity. The important point to be noted here is that these zones are located in urban areas where cost of living is higher.

An examination of gender wage differences within the zone produces an even more complex picture wages for certain male workers are higher. These comparisons are hampered by the fact that differences in wages have not been standardized for differences
in working conditions, level of skills and sophistication of production and, most importantly, level of education.

Figure 6

Gender Wage Disparities in the Zones

100% of female employees earn between Kshs. 2000 to 4500 while their male colleagues had a varied wage scale as evident above. Wages and other employment conditions tend to be inferior in the 3 zones comparatively due to the availability of abundant low cost labour. Investors look for cheap labour so as to bring down the cost of production in order to keep their goods competitive in the international market. This they do in spite of the heavy tax and duty concessions provided to them by the zone authorities.
In all the three zones the study of workers revealed the following wage data illustrated above. The government of Kenya has defined minimum wage for the zones but they are hardly implemented. This is due to the fact that some of the shift workers are paid on the piece-rate basis and may earn more than the minimum wage. However, it was seen that very few employers inside the zones paid minimum wages and the average wages received by a worker in these zones is not more than 5000 Kenya shillings per month.
As one can see, the Labour laws of Kenya are supposed to be applicable in the zones too, but their application is rarely seen in practice. The study found that there were too many loopholes in the existing zone legislation e.g. declaring the zone as a no go zone enclave, restricts the workers from going to strike as it has to be accompanied by elaborate complicated procedures from the Ministry of Labor. Although the work hours are restricted it was also found that in these zones employees work more hours and with an improper remuneration for the extra hours.

Kenyan labour law does not ban formation of workers union in the export processing zones. These zones do not have any union even though many attempts to organize the workers in these zones have been made and are still continuing. All the attempts of workers to get organized are discouraged by the investors as well as zone authorities due to obvious reason of losing investors.

Stern action is taken against those who are involved in this, which would mean a worker losing his/her job. There is an atmosphere of fear among the zone workers as the investors resort to any means to crush any attempts of organizing the workers.

The difficulty in forming the union in the zones is due the fact that zones are walled enclaves and union organizers are not allowed inside, only the workers with proper identification are allowed. This makes it difficult for even the renowned Central
Organization of Trade Union to break inside. Workers of different units inside the zone are even prevented from interacting with each other.

Due to the total absence of any worker unions there is no demand from the workers for the improvement of their welfare conditions. The workers are too afraid to speak about it. Workers were also found to be ignorant about the facts of their rights. To them getting work is more important than the welfare and conducive work environment.
CHAPTER FIVE

5.0 RECOMMENDATIONS

The results from data analysis provides the government and all the other stakeholders with an overview of suggested recommendations from the observation of the study.

It is known that human resources are the most valuable assets apart from capital, land and machinery in any organization. The management of these resources requires therefore, a concerted effort by all those involved so as to harness the full potential of employees through sound human resource practices.

These practices elicit motivation and develop competencies in employees in such a way that they give rise to a series of benefits in terms of better outcomes, both in quality and time. Human resource managers in these zones need to understand industrial legislation quite well so as to avoid protracted legal cases that may give the Apparel industries a bad image.

One of the shortcomings of this study is that cross sectional analysis while revealing the type of association that exists between variables, does not provide any clear account of the casual relationships. This issue might, therefore, be worthwhile exploring in any possible future investigations.
5.1 CONCLUSIONS

It is worth noting that the condition of work in export processing zones is not getting any better. To be exact, these employees tend to suffer more from the inherent problems of export processing zones including the low wages, sexual abuse, the almost total absence of social welfare facilities (such as child care, maternity leave, transport and the often arduous nature of the work.

The significance of the present study stems from the fact that no existing literature worldwide provides an exploration of the gender and welfare issues in export processing zones. An exploration seems important since gender and welfare issues in work place are considered vital for the success of export processing zones.

As is commonly known, no research is without drawbacks and limitations. These do not necessarily have a negative influence on the credibility of the conclusions drawn, but they have to be kept in mind, especially when interpreting the results. In addition limitations give guidelines for further research.

5.2 STUDY LIMITATIONS

During the course of this study some limitations led to the omission of some data that could have some how contributed to the successful analysis of the results. These means that some adjustments had to be made concurrently.
It is important to note that no changes were made to the final version of the questionnaire, even though it was recommended. The questionnaire was used in its present form because of the anticipated difficulty in accessing export-processing zones.

Due to the sensitive nature of the study most of the questionnaire was administered to the respondents outside zone premises specifically at home. It was also observed that respondents were more cooperative in their own homes than at work.

Because of the time constraints the study did not delve much into the critical issues that underpin the attitude of employers toward employees in these zones. The estimated expenditure was way out of target and this precipitated some minor cutbacks on the overall logistics.

Having mentioned the limitations of this research, the researcher continues with the recommendations from observation that the results of this study hold for export processing zones, government and researchers.

5.3 RECOMMENDATIONS FOR EXPORT PROCESSING ZONES

The zone investors should know that the frequent absence of minimal standards and poor labour-management relations have predictable outcomes, such as:

- High labour turnover
- Absenteeism
- Stress and fatigue
• Low rates of productivity
• Accidents
• Sabotage
• Tardiness
• Labour unrest
• Excessive wastage of materials and non-commitment to the organization.

With regard to the key issues, involving work conditions identified by the researcher through this study. It can be derived that lack of welfare facilities such as:

• Annual leave
• Adequate housing
• Transport
• Medical insurance
• Maternity leave should be addressed adequately otherwise it will continue to undermine the credibility of these organizations for a very long time.

It is also believed that continued avoidance of these issues would in the long run affect the success of export processing zone enterprises. Human resource problems of export processing zones can be addressed in such a way as to improve:

• Wages and working conditions.
Special attention should be given to the plight of the:

- Sexually harassed women, workers in these zones.

As a matter of fact, only enterprises with high-quality human resources and stable labour relations will be able to meet the high standards for speed, cost and quality in the global economy.

Finally, much needed investments in social welfare, particularly of the sort needed by women workers for example:

- Childcare facilities
- Safe transport
- Sanitary living conditions
- And stress free work environment could go a long way toward making Export Processing Zone employment more stable and attractive.

5.4 RECOMMENDATIONS FOR THE GOVERNMENT

As far as the government is concerned, their policy makers can also utilize this study in order to:

- Develop strategies that place more emphasis on gender and welfare issues in export processing zones.
- Reduce the apparently chaotic work conditions that globalization has set in force.
- Focus on realistic human resource practices that can be associated with gains for workers within these zones.
Whereas it is a known fact that the real problem is in the implementation of the labor laws, the investors would never like to invest in improving the conditions at the workplace, any change in policy must be sensitive to the plight of workers in that:

- The selection of the investors should be made in such a way that they comply with the labour legislation
- And if at some point non-compliance is found, their lease should be cancelled immediately.
- This should be done irrespective of their export performance.
- The package offered to the investors should reflect the firmness of the zone authorities in not compromising on the issues of workers rights.

- Labour commissioner and the factory inspectors should ensure that the units in the zone comply with the existing laws.
- The role of Export Processing Zone Authority should not be restricted in monitoring the export performance of the zone only.
- It should also ensure that workers get their dues.

- There should be proper interaction in this regard between the export processing zone authority and the relevant labour department.
- It should be made mandatory for all the enterprises in the export processing zones to have a well-written contract stipulating favorable terms and conditions of work.
- Workers participation in their general welfare should be ensured in order to motivate them.
All decisions related to employees welfare should be handled by a competent authority from the human resource department.

Workers should be educated about their rights at the workplace and all of them should be granted at least some form of organization. This is particularly essential in that it can help stem incidences of sexual harassment, low wages, lack of maternity leave and arbitrary dismissals.

The Central Organization of Trade Union of Kenya should be allowed access to the zones for a more positive collective and organized approach to industrial disputes.

It should be ensured by the zone authorities as well as by the relevant labour department that no worker is harassed sexually by his or her employer.

The Transport facilities should be made available to the workers within the zone. At present only Kapric Apparels is having a transport facility. Such facility should be extended to other zones as well.

5.5 RECOMMENDATIONS FOR THE RESEARCHER

The recommendation from the observations of this study essentially refers to proposed further research, which may provide some insight on specific issues that are of great significance. For example:

- Future researchers may expand the conceptual framework presented in table 1.
- Conduct research with minimum limitations.
- A clear research agenda lies ahead that needs to be policy focused and the way forward seems to be for research to use a multi-disciplinary approach.
This study identifies gender and welfare issues in export processing zones but omits comparisons with conditions outside the export processing zones.

It also fails to rate clearly employer’s attitudes towards employees in the zones.

Research should focus on the effects of industrial performance and exports and the macroeconomic in respect to efficiency gains that would arise from more sensible use of labor in export processing zones.
6.0 BIBLIOGRAPHY


Export Processing Zone Authority (1990) History of EPZs in Kenya.


**Appendix I**

**Work Plan**

<table>
<thead>
<tr>
<th>ACTIVITY</th>
<th>TIME IN WEEKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pilot study</td>
<td>One week</td>
</tr>
<tr>
<td>Adjustments</td>
<td>One week</td>
</tr>
<tr>
<td>Data collection</td>
<td>Four weeks</td>
</tr>
<tr>
<td>Data coding</td>
<td>Five weeks</td>
</tr>
<tr>
<td>Data analysis</td>
<td>Six weeks</td>
</tr>
<tr>
<td>Report writing</td>
<td>Four weeks</td>
</tr>
<tr>
<td>Compilation</td>
<td>Four weeks</td>
</tr>
<tr>
<td><strong>TOTAL WEEKS</strong></td>
<td><strong>TWENTY FIVE WEEKS</strong></td>
</tr>
</tbody>
</table>

**Time Table of Events**

<table>
<thead>
<tr>
<th>PHASE</th>
<th>ACTIVITY</th>
<th>NUMBER OF WEEKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Pilot study</td>
<td>1 3 4 5 6 7 8</td>
</tr>
<tr>
<td>II</td>
<td>Adjustments</td>
<td>4 7 8 9 10 11</td>
</tr>
<tr>
<td>III</td>
<td>Data collection</td>
<td>4 5 6 7 8 9 10</td>
</tr>
<tr>
<td>IV</td>
<td>Data coding</td>
<td>5 6 7 8 9 10 11</td>
</tr>
<tr>
<td>V</td>
<td>Data analysis</td>
<td>6 7 8 9 10 11 12</td>
</tr>
<tr>
<td>VI</td>
<td>Report writing</td>
<td>7 8 9 10 11 12</td>
</tr>
<tr>
<td>VII</td>
<td>Compilation</td>
<td>8 9 10 11 12</td>
</tr>
</tbody>
</table>

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## Appendix II

### BUDGET

<table>
<thead>
<tr>
<th>ITEMS</th>
<th>COST</th>
</tr>
</thead>
<tbody>
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</tr>
<tr>
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<td>Kshs. 5,000</td>
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<tr>
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<td>Kshs. 500</td>
</tr>
<tr>
<td>2\textsuperscript{nd} draft proposal</td>
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<tr>
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<tr>
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</tr>
<tr>
<td>Binding of 5 copies @ Kshs. 50</td>
<td>Kshs. 250</td>
</tr>
<tr>
<td>Travelling expenses</td>
<td>Kshs. 4,000</td>
</tr>
<tr>
<td><strong>2. ESTIMATED COST OF THE RESEARCH PROJECT</strong></td>
<td></td>
</tr>
<tr>
<td>Allowances for research assistants 2 @ Kshs. 2,000</td>
<td>Kshs. 4,000</td>
</tr>
<tr>
<td>Travelling expenses</td>
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</tr>
<tr>
<td>Photocopying @ Kshs. 1.50 per page</td>
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<tr>
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<tr>
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<td></td>
<td>Kshs. 76,700</td>
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<tr>
<td>10% Contingency</td>
<td>Kshs. 7,670</td>
</tr>
<tr>
<td><strong>TOTAL COST</strong></td>
<td><strong>Kshs. 84,370</strong></td>
</tr>
</tbody>
</table>

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## Appendix III

### A Selected Study Sample of the Export Processing Zone Enterprises

<table>
<thead>
<tr>
<th>Zone</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Altex EPZ Limited</td>
<td>Altex EPZ Athi River</td>
</tr>
<tr>
<td>P.O. Box 30500, Nairobi.</td>
<td></td>
</tr>
<tr>
<td>E-mail: <a href="mailto:ipskoffice@form-net.com">ipskoffice@form-net.com</a></td>
<td></td>
</tr>
<tr>
<td>2. Baraka Apparels EPZ Limited</td>
<td>Unique Sun Apparels Nairobi</td>
</tr>
<tr>
<td>P.O. Box 9959, Code 00100, Nairobi.</td>
<td></td>
</tr>
<tr>
<td>E-mail: <a href="mailto:Baraka@barakaapparels.com">Baraka@barakaapparels.com</a></td>
<td></td>
</tr>
<tr>
<td>3. Kapric Apparels EPZ Limited</td>
<td>Kapric EPZ Mombasa</td>
</tr>
<tr>
<td>P.O. Box 81579, Mombasa.</td>
<td></td>
</tr>
<tr>
<td>E-mail: <a href="mailto:sysop@kapric.com">sysop@kapric.com</a></td>
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</tbody>
</table>
To the Respondent,

RE: REQUEST TO CONDUCT A RESEARCH

I am a postgraduate student researching on the topic ‘Gender and Welfare System in Export Processing Zones’

You have been selected as one of the respondents in this study. I would like to request you to complete the questionnaire. The information supplied will be treated with utmost confidentiality and used strictly for academic purposes only.

Your co-operation will be highly appreciated.

Thank you.

Owino Geoffrey Otieno
QUESTIONNAIRE

Information collected from this questionnaire will be handled with high confidentiality and will strictly be used for academic purposes by the researcher only.

Please put a tick [✓] in the box next to the right response.

SECTION I

Biographical Data

1. Gender: (a) Male [ ] (b) Female [ ]

2. Age in years: [ ]

3. Level of education:
   (a) Primary [ ]
   (b) Secondary [ ]
   (c) Post secondary [ ]
   (d) Others (specify) [ ]

4. Marital status?
   (a) Single [ ]
   (b) Married [ ]
5. Spouse's occupation?
(a) Permanent job [ ]
(b) Contract [ ]
(c) No job [ ]
(d) Others (specify) ________________________________

6. Number of children? [ ]

7. Where is your residence?
(a) Athi River [ ]
(b) Nairobi [ ]
(c) Mombasa [ ]

8. What is your religion?
(a) Muslim [ ]
(b) Christian [ ]
(c) Seventh day Adventist [ ]
(d) Others (specify) ________________________________
SECTION II

Terms/conditions of employment and work

1. How did you know about employment opportunities in this organization?
   (a) Through other employees [ ]
   (b) Self [ ]
   (c) Others [ ]

2. Is there any written terms and condition of service (contract)?
   (a) Yes [ ]
   (b) No [ ]

3. How did you get the employment chance?
   (a) Assisted by someone [ ]
   (b) Luck at the gate [ ]
   (c) Others [ ]

4. What is the nature of your work?
   (a) Skilled [ ]
   (b) Unskilled [ ]
   (c) Others (specify)______________________________

5. Are you trained in any skilled job?
   (a) Yes [ ]
   (b) No [ ]

6. Are you comfortable with the duties you perform?
   (a) Yes [ ]
   (b) No [ ]
   b) If No (Specify why?)______________________________

7. How long have you been on this employment?
8. Do you work during national holidays?
   (a) Yes [ ] (b) No [ ]

9. How many supervisors do you have in your section?
   (a) Number [ ]

10. How many of the supervisors are women?
    (a) Number [ ]

11. How do you rate the performance of male/female supervisors?
    i. Male supervisors
       (a) Fair [ ] (b) Unfair [ ]
    ii. Female supervisors?
       (a) Fair [ ] (b) Unfair [ ]

Have you ever heard of sexual harassment incidences against women in your section?
   (a) Yes [ ] (b) No [ ]

12. Have you ever been a victim of sexual harassment?
    (a) Yes [ ] (b) No [ ]
    i. If yes by who?
       (a) Colleagues [ ] (b) Supervisors [ ] (c) Managers [ ]

13. What is your rating of sexual harassment incidences since you were employed?
    (a) Many/Common [ ] (b) Few/Rare [ ] (c) Order of the day [ ]

14. In your view do you think there are arbitrary dismissals of workers?
    (a) Yes [ ] (b) No [ ]
SECTION III

Job security

1. How do you rate job retention by men?
   (a) Guaranteed [ ]  (b) Uncertain [ ]  (c) Depends on relationship [ ]

2. How do you rate job retention by women?
   (a) Guaranteed [ ]  (b) Uncertain [ ]  (c) Depends on relationship [ ]

3. Do you think there are equal opportunities for promotion?
   (a) Yes [ ]  (b) No [ ]
      i. If No (specify)

4. Have your superiors ever threatened you in any way?
   (a) Yes [ ]  (b) No [ ]

5. Do you think employees are discriminated against because of gender?
   (a) Yes [ ]  (b) No [ ]

6. Which gender do you think is disadvantaged?
   (a) Male [ ]  (b) Female [ ]
      i. How? (explain)
SECTION IV

Welfare issues

How early do you report for work?

(a) Before five    [  ]    (b) Around six to seven    [  ]

How many hours do you work in a day?

(a) 0-8 hours    [  ]    (b) Over 8 hours    [  ]    (c) Others    [  ]

How late do you leave work?

(a) After 5 pm    [  ]    (b) After 8 pm    [  ]    (c) After 10 pm    [  ]

4. Do you have any problem with reporting and leaving time for work?

(a) Yes    [  ]    (b) No    [  ]

5. Do you work in shifts?

(a) Yes    [  ]    (b) No    [  ]

6. Are you insured against accidents?

(a) Yes    [  ]    (b) No    [  ]    (c) Not aware    [  ]

7. Do you have pension schemes?

(a) Yes    [  ]    (b) No    [  ]    (c) Not aware    [  ]

8. Are there provisions for sick leave?

(a) Yes    [  ]    (b) No    [  ]    (c) Not aware    [  ]

9. What is your total income/month?

(a) Less than 2000    [  ]    (b) 2000-4500    [  ]

(c) 5000-8000    [  ]    (d) More than 10,000    [  ]

10. Are you paid house allowance?
11. How are you paid?
(a) Daily [ ] (b) Weekly [ ] (c) Monthly [ ]

12. Are you paid promptly?
(a) Yes [ ] (b) No [ ]

13. Do you have provisions for annual leave?
(a) Yes [ ] (b) No [ ]

14. Are there prospects for job training?
(a) Yes [ ] (b) No [ ]

15. Do you have provisions for maternity leave?
(a) Yes [ ] (b) No [ ]

16. Are there cases of arbitrary dismissals of workers?
(a) Yes [ ] (b) No [ ]

17. Are you allowed to communicate or discuss work related welfare issues at work?
(a) Yes [ ] (b) No [ ]

18. Is your workplace well ventilated?
(a) Yes [ ] (b) No [ ]

19. Are you offered transport to and from work?
(a) Yes [ ] (b) No [ ]

20. Are there educational facilities for children? (a) Yes [ ] (b) No [ ]

21. In your view are they adequate? (a) Yes [ ] (b) No [ ]

22. Do you have services for health? (a) Yes [ ] (b) No [ ]
SECTION V

Consciousness of bodies which can address workers plight

1. Are you informed about industrial labor laws applicable in EPZs?
   (a) Yes [ ] (b) No [ ]

2. Are you aware of the existence of Industrial Trade Unions?
   (a) Yes [ ] (b) No [ ] (c) Not aware [ ]

3. Does the management allow you to join Industrial Trade Unions?
   (a) Yes [ ] (b) No [ ] (c) Not aware [ ]

4. Are there administrative systems for addressing your grievances?
   (a) Yes [ ] (b) No [ ] (c) Not aware of [ ]

5. In your view do you think the management is addressing your problems?
   (a) Yes [ ] (b) No [ ] (c) To some extent [ ]

6. What role do you think the Government should play in addressing your problems?
   (a) Intervene/solve [ ]
   (b) Nothing [ ]
   (c) Others [ ] (explain)