

GRIEVANCE MECHANISM

The comparison between Grievance mechanisms available at LPN.

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Abstract

Grievance Mechanism is an essential part in many companies and organization as a ways to get in touch with complaint from their employee, client, or stakeholder. This is especially true in the organization that employ a lot of reactive activities, the cases which is a big part of LPN activity has proven to be rather reactive since it has to be according to the specific case at hand, Grievance Mechanism is one of the main ways to get information essential for these cases both to start it out and in the process of doing it. In this report we will take a look at some of the available ways for LPN to get information regarding the cases from the migrant workers, we will take a look at the strength and weakness as well as opportunity and threat of each GM, and also propose solution to cope with the weakness that each system may be facing.

Grievance Mechanism

Grievance mechanism is being widely used in many sectors and levels of operation, the system is crucial especially to an NGO and the civil society since it is an important process in term of gathering the information to support the responsive or reactive activities. While differences organization or company may employ difference Grievance Mechanism since there are so many options currently available, so it is only natural that the organization would choose the one that suit them and their activity the most. One of the main activities here at LPN is to deal with cases from various sources; ranging from abuses, unfair work hours, documentation and more, so it is safe to assume that LPN would also be needing a suiting GMs in order to get information and cases, the three noticeable GMs for me would be the office interview, the application, and the hotline, all of which are highly functional and are serving differences purposes. In this report, I would like to point out the various external GMs available for migrants to make contract with LPN as well as comparing between them about their advantages, disadvantage both in themselves and against each other.

The main GM and is arguably the best one available is the in-person interview that is almost always an option at the office. This specific GM has many advantages over the other since it allows for better interviewing session because we can see the client in-person and interview them to greater details when compared to the other two means of doing the GM. Since they are going to be there we can see their facial expression and also body languages to make better judgment on the situation, and honestly I think it is best suited for the field of works. However, we can't overlook the flaws of the in-person interview which is how it requires the migrant workers to be available to walk in, and it can be dragged out depending on the cases. This means that the interview can be inconsistency and vary a lot in length, the interview may take a very long time in a more difficult case due to many factors such as the language barrier between the interviewer and the interviewee, or there might be blurred or unclear details that is relevance and must be clarified in the cases. Despite some flaws that it may possess, it is still a well-functioning GM and the upside strongly overpowered the shortcoming.

However, the GM that I found to be more intriguing is not the in-person interview but the Hotline and the application is. While it may look like the two are separated with little to no similarity, they still share the same function and goal nonetheless. The two GMs utilize the phones and smart phone which is no longer a luxury but it is now more like a necessity in this day and age to good use. The hotline is open pretty much 24/7, so we can be sure that the missed call are minimized. LPN applications is a little different however since it has more requirements that must be met such as the phone has to support the application but pretty

much every phones can make a call, or the need for internet connectivity for the application installation and some of its usage.

The hotline has lots of strengths such as having multiple languages receptions, all of the languages are widely used by migrant workers that are working in Thailand such as Burmese, Lao, Khmer, and Thai. If we consider the judging from the victims that usually fall prey to problems regarding their works, it is safe to say that these languages are enough to cover a good majority of them. Another thing that is great about the hotline is that while its functionality is a way to express their grief, it can also work as a better way to get consultant for migrant workers since the time investment for the client is lessened comparing with just making a call to the office. Actually, having to travel to the office is a big difference and can be the cause of having greater number of people making the calls, as well as logging the call for the purpose of further improvement and references. However, we can't expect much call to be made without sufficient advertising so that the migrants will be aware of the lines existence, and also there are risks of the caller getting caught by their employer or broker which can lead to retaliation and inevitably more abusive behavior made against them.

On the other hand, the application has an almost entirely new set of advantages and disadvantages when compared to the hotline despite being similar in design and functions. The application is most definitely in trend since now of all times smart phone application is actually accessible to almost everyone including the migrants. Like the hotline, the flexibility is one of its biggest strength since there are again multiple languages available to choose from and the other big strength of the application is in the convenience of the app itself. However, we cannot overlook the shortcoming of the application, one of the main drawback of the application is that it is heavily reliance technology such as how it requires the person who is on both receiving and giving end of the call to have a smartphone that is capable of taking the call from the app. Also, while internet access is no longer hard to find now a day there is no denying that they are neither everywhere nor free, especially when we are talking about migrant workers who may not have access to it all the times or can't afford good internet since their income are substantially lower when compared to Thai people. Thus, the reliance on needing both parties to have smartphone and stable internet connection is definitely a drawback for this GM. Another drawback to the GM is that there are more rooms for errors and technical issues mostly lying in the internet connection and the hardware, we cannot all assume that migrant workers will have access to good quality smart phone and stable internet connection which all contribute toward the potential technical issues, and lastly the wait for someone to pick up the phone can be exhaustingly long due to how it work.

To make it clearer, I would like to use the SWOT analysis to further point out the Strength, Weakness, Opportunity, and Threat for the two mentioned GMs starting with the hotline. As I said the hotline has some major strength namely the multi languages reception

or less time investment needed on the migrants end, the weakness of this GM would be that it requires a substantial amount of advertisement and the opportunity would be that with better advertisement the number of call would be higher. The threat to this GM is the potential distrust from migrants to the call. The application on the other hand has the strength of its convenience and also is more memorable than the phone number. However, it has technical issue as the current weakness, the opportunity would be that the internet and smart phone will become more and more essential to each of us life (migrants included). Therefore, the potential for it to grow in popularity is high, and lastly the threat for the application would be that it is heavily reliance on stable internet connection, and good smartphone.

Recommendation for further improvement for the two mentioned GMs (the hotline and the application) would be as follow. For the hotline, the hotline is currently using the regular company number (9 digits) and one change to recommend this GM is that would be to get a shorter more memorable number like 1150,1175 because this is the ways advertisement for the hotline has been established, while if the migrants get a hold of one of the issue of Myanmar live or know about the LPN website getting the number of the hotline would be easy. However, since there are more to advertisement than this such as poster or booklet or in the back of the t-shirt that LPN is giving out which mean some will only see the number for a brief period of time. All of this means that to have the migrants more reliably remembering the number for the hotline the shorter number would be a big help. For the application, the two drawbacks mentioned earlier would be solved by more developed application such as disconnectivity or the volume problem (being too low or being illegible) would be solved by more development in the software department the problem should go away. Nevertheless, there is one more drawback that would need another solution entirely would be the long wait in the call, since the call reception uses the queue system. Thus, if the callers are unfortunate they may have to wait minutes until someone at the reception will receive the calls. One solution I can think of for this particular problem is to switch from the queue system to that when someone call through the app all the phone of the receptionist will ring and the first one to receive the call would do the reception, this would solve the long wait time the app is currently facing.

In conclusion I still firmly think that the in-person interview which is the most traditional way of doing the GM is the best way to gather information about cases; however the other two newer GMs are still a welcome addition boasting differences usage, advantages, and disadvantages. The hotline at least for me seem a little bit more practical and less room for error since the application is reliance on stable internet connection and good smart phone which is less accessible to the migrants. The hotline and the app seem to be sharing some advantages and drawback; however there are also some major differences between the two when it comes to functionality.

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