

Abstract of Workplace Dispute Resolution in Cambodia

Bugeja, K., Hwang, H.S., & van Noord, H. ILO Industrial and Employment Relations Department (DIAOGUE), ILO Regional Office for Asia and the Pacific, (2011). *Cambodia's arbitration council: Institution building in a developing country*. Retrieved from website:
http://www.ilo.org/wcmsp5/groups/public/---ed_dialogue/---dialogue/documents/publication/wcms_166728.pdf

Abstract:

As excerpted from the authors, “Cambodia’s policy experiment with the Arbitration Council¹ would have been considered a bold one under any circumstances. Establishing such an institution under the auspices of a unique bilateral trade agreement (the same agreement that led to Better Factories Cambodia), and in a challenging governance and industrial relations setting, makes this experiment noteworthy. That the Arbitration Council has flourished and within a few years become an integral part—and driver—of a rapidly maturing industrial relations environment makes this a compelling story that deserves attention from anyone with a serious interest in development, labour, and governance.

This paper is a joint effort of the International Labor Office and the World Bank. It is the story of the Arbitration Council written from an insider’s perspective, with first-hand knowledge and insights that an outside researcher would be hard-pressed to obtain. The value of this perspective is evident as the reader moves through the paper. Ultimately, the Arbitration Council can be evaluated on its own merits, and those interested in learning more about the institution are encouraged to contact the staff directly.”

Chapters include:

- Arbitration Council: How it works
- Origins and establishment
- Opening the doors: May 2003-April 2004
- Laying the foundation
- Today and into the future
- Lessons learned

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