



Assessment on the use of Workplace Childcare and its Effects on Working

Mother: the case of Mechare Childcare Center

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Running Head: Assessment on the use of Workplace Childcare....

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A research thesis submitted to the School of Social Work, in Partial Fulfillment of
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This is to certify that the thesis research prepared by Frehiwot Zemichael G/Mariam on the Title “**Assessment on the use of workplace childcare and its effects on working mother: the case of Mechare Childcare Center** ” Submitted to the School of Social Work for the Partial Fulfillment of Masters Degree in Social Work.

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Declaration

I, Frehiwot Zemichael , declare that this work entitled “**Assessment on the use of Workplace Childcare and its Effects on Working Mother: the case of Mechare Childcare Center** ” is my own work and all the source that I have used are acknowledged and this work has not been submitted to by any other at any institution.

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January, 2021

This thesis has been submitted for examination with my approval as University Advisory

Name: Mesele Mengsteab(PhD).

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Abstract

The introduction of childcare service have been applauded by many, as it is believed to enable mothers to care for their child while working, hence bring a positive impact on their lives. As the idea and the use of childcare services itself is a new concept to our country, it is the aim of this study to determine the actual benefits workplace childcare has brought to the lives of working mothers. In doing so, cross sectional and case study qualitative research methods was used. Among the non-probability sampling, purposive sampling was used to select fifteen study participants, which includes working mothers (services users) and supervisory of the childcare. Primary and secondary data were collected through in-depth interview and document review. The following are the major findings of the study; most of the mothers have claimed to have psychological benefits: being free from stress of work, being close by to their child which help the mother to feel self-confidence and self-esteem as it enable them to balance work and family responsibilities, and since the service enabled them to feel less stress, they are able to cope with the challenges of their life and become happier. They also testify the economic benefits both from not losing their work and being able to access better childcare services, without having to pay for the service, especially for low income generating mothers. The other benefits are expressed as being able to address their social needs from relations with mothers and share experience and help each other at time of crises and problems. Based on all the finding of this researcher, the researcher of this paper would like to suggest that, research on how to make quality childcare services more available throughout the country would be direction to future researchers.

Key word. Workplace childcare, working mother, work-life balance

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Chapter One

Introduction

1.1. Background of the Study

The need for childcare has increased dramatically as more and more dual-career couples and single parents, especially mothers with young children enter the labor force (Zoharah & Aminah, 2009). When women with young children, participate in the labor force they need to find alternative childcare solutions for their children while they are at work. This factor is also regarded as one of the barriers preventing women from entering in to labor force (Wallen, 2002). Where do working parents leave their children when they are at work? Typically working parents rely on relatives or non-relatives to take care of their children or use the services of unlicensed in-home care providers (Hein, 2005).

According to Hein (2005), most blue-collar workers in Malaysia opt for unlicensed babysitters as their alternative childcare solution because they are cheaper than a commercial daycare center. However, not much empirical evidence is available on family support particularly in developing countries. Aminah (2007), reported in her study that most of the female married employees (52.7%) studied send their children to baby-sitters and only a small portion (3%) of these employees send their children to a childcare.

Furthermore, lack of good quality, affordable childcare is widely viewed as one of the main barriers to work for parents (Wallen, 2002). As such, alternative childcare solution such as having relatives or non-relatives to take care of their children at home, or using the services of unlicensed in-home care providers may no longer be readily available or may not be the best solution for working parents' especially for low income earning couples.

Involvement of mothers in the workforce increased rapidly worldwide. Combining those demanding responsibilities of work and parenthood is challenge for all families. According to Hein & Cassirer (2010), workers have been receiving various kinds of assistance with childcare support through their workplace access. Workplace childcare is typically referred to childcare arrangement made by employer to working mother. Usually the services are provided to working parents on payment basis; and the parents are subsidized by the employer. There are also some companies which provide this service for free as an employee benefit. According to Chouinard & Ridgeway (2016), providing workplace childcare could be an expense to most companies but organizations that provide workplace childcare benefited through improving employee morale, lowering turnover and attracting a wider variety of applicants. Workplace childcare besides helping employee mothers to spend optimum time with their children during workday; it also decreases anxiety and improving their ability to concentrate on their job.

In Ethiopia comparing the employment status of women status of women across different marital status and age group in 2011, the proportion of women employment arise among aged 15 to 19 at a peak among women aged 25 to 29, and then decline slightly for the older age group (UN women, 2014). Women who are divorced, separated or widowed are most likely to be employed. The report of UN women(2014) shows, significant increment of employment in urban areas among women, who were never married and have no children, in sales and services sectors.

Many surveys revel that women's participation in the workplace is lower than that of men. For example, the recent CSA (2013) report reveals that out of the total 42, 403,879- employed population, only 19, 517,232 are women. When we consider the total number of mangers in the country by occupation (231,211), only 61,308 (26.5 %) are women and of the total reported (563, 231), only 264, 416 (32%) are women. Surprisingly, the number of women employees out

weights the number of male employees in lower levels of occupations, out of the total clerical and support workers in the country (221, 028), 143, 331 (65%) are women employees, out of the total service and sales workers (3,670,391), 2,394, 614 (65%) of them are women workers.

Taking the figure into consideration, one can conclude that women's participation in the formal economy needs to be improved. Therefore the Ethiopian government through its affirmative action tries to increase women's participations in every sector of the country which is manifested in gender equality.

Be it in modern or traditional society women are expected to take care of their families along with handling domestic work in the house. Women especially married working mothers play different roles as a mother, wife and employed worker. Dealing with those demanding roles in everyday life can overlap with work-life aspects. And this, may lead to disagreement among the married couples. This overlap of work and family responsibility affect their productivity in their professional career as well as responsibility as a mother. This is where the provision of child care services comes into the picture, where its intervention plays significant role in bringing about a balance of work and life for the women.

Work-life balance is the harmonious and holistic integration of work and private life. Several theories explain different aspects of the relationship between work, personal life and family life (Valcour, 2007). Among them spillover theory is chosen for this specific study undertaken.

To this end, drawing up on spillover theory which is the most popular view of relationship between work and family suggest that worker carry the feelings, emotions, attitudes, skills and behaviors that they establish at work in to their family life and vice versa. Based on the above theory this paper will try to assess the positive impacts of workplace childcare services on different areas of the lives of beneficiary of working mothers. Thus it aims to assess the

economical, psychological, social and emotional effects on these working mothers. In doing so, Mechare Childcare Center has been selected to explore the effects of workplace childcare on working mothers.

1.2. Statement of the Problem

Employee mothers after having a child, if they have no one to look after their babies may be forced to leave their job behind. Workplace childcare allows mothers to bring their children to the workplace to look after them as the same times accomplish work task. Hence it contributes to the continuation of the emotional interaction of mother with infant which latter play in the development of the child. Previous studies focus on the issue of workplace childcare; especially on the quality of the services, affordability and accessibility of the services worldwide. Some of the research works that the researcher found somehow related to the study are discussed below.

Stephanie LaRae(2010), made her research on America and has found out that economic (cost related to childcare): most of the mothers reveal that cost of childcare is higher compared to the wages they earned, societal factors such as support of family members and community, functional factors explained as work flexibility to meet the needs of their children and fulfilling the task of the workplace finally psychological factors, understanding of the self-influence a mother's decisions in regarding to using childcare.

Addis (2014), made an assessment of Quality of Service Provision by Child Day Care Center in Nifas Silk Lafto Sub-City of Addis Ababa and found out the type of service provision is more of custodial care to toddlers with lack of quality of services. He indicates that, most of the staffs are not trained. The ratio of children per care givers affects individual attentions to be given to the toddlers. With Large group size, low wages and poor work environment affect care givers satisfaction; hence affecting the quality of services provisions.

Belay and Hawaz (2015) in their childcare services in the emerging childcare centers of Addis Ababa: Status, practices and lessons reveal that even if there was enabling policy framework the centers do not have standardized manual with regard to caregivers. Most of the childcare centers were not licensed and lack administrative officers, coordinators and supervisors hence affects the quality of the childcare. Generally it lacked the look of “*professional childcare services*”. To this end the study indicates that because of the above factors the childcare centers are remain as stay agents rather than a developmental centers for infants.

Bezawit (2018) in her mixed approach indicates that on-site childcare play a magnificent role in reducing absenteeism from workplace. Her study shows that there is a significance difference on the rate of absenteeism among the users of the center over non users of the center. In addition to this the finding of the study shows that on-site childcare help employee mothers to be more productive in their professional careers while looking after their children.

Looking at the available researches, studies by (Addis, 2014), (Belay & Hawaz, 2015) are focused on quality of childcare services, (Stephanie LaRae , 2010) on factors contributing to the decision on using on-site childcare and last one (Bezawit , 2018) is about workplace childcare and it shades light to the role it contributes to reducing absenteeism from workplace. Assessment on the use of Workplace Childcare and its Effects on Working Mother : the case of Mechare Childcare, on the contrary tries to determine the resultant effect workplace childcare bring about on the lives of working mothers. Mainly it tries to investigate as what the main effects these mothers experienced from using workplace childcare. And specifically it investigates the different aspects of their lives where these effects; psychological, emotional, economic and social are observed.

Even though there are different researches on the subject of childcare worldwide, the researcher still believe that there is an information gap with regard to workplace childcare in

Ethiopian case. The study tries to assess the use of workplace childcare and its effect working mother on one of privately owned organizations-Mechare Childcare Center. The center is selected for the following reasons; the company started providing a childcare service to its employee mothers around 2014 G.C (even before childcare service policy was declared in Ethiopia, which is 2017 G.C). This longer practical working experience that the company has, credited it to be chosen from others. Also the center is well equipped with necessary rooms, furniture and trained manpower and even more trains employee mothers and involves them on the day to day childcare service within the center. As a result, this enable the mothers to experience the full spectrum of the effect the center has resulted on their lives, which is the main purpose of this paper which is trying to assess; the effects of childcare center on working mothers. Based on this the researcher opt to know more about the friendly environment that the organization has provided to employee mothers and its effects and, this research is designed to fill in the knowledge and research gaps in relation to workplace childcare.

1.3. Objective of the Study

1.3.1. General Objective of the Study

The general objective of the study is to assess the positive impacts of workplace childcare services on different areas of the lives of beneficiary of working mothers.

1.3.2. Specific objective of the study

- To assess the qualities of services provided by workplace childcare center contributing to the positive impacts on the lives of employed working mothers, who are using the services.

- To assess the level of satisfaction felt by the working mothers in different areas of their lives as result of getting the services for their children.
- To assess the service provision mechanisms of workplace childcare center and challenges faced by in the providing the services to the working mothers in relation to ease of use, and resulting positive impacts on the different areas of their lives.

1.4. Research Questions

1.4.1. Main Research Question

What are the positive impacts that using workplace childcare services, resulted on different areas of lives of working mothers?

1.4.2. Specific research questions

- What are the services and quality of the services, of the workplace childcare center, that contributed to positive influence on the lives of working mothers?
- What are the impacts, and the level of satisfaction felt by the working mothers, as a result of using workplace childcare services on the different parts of their lives?
- What are the services provision mechanisms and the challenges workplace childcare center has contributed in the provision of its services with regard to facilitating ease of use and bringing about positive impacts on the lives to employed working mother?

1.5. Significance of the study

As different studies indicate, of the total population in Ethiopia 50.2% are women. The development of a country is one way or the other, linked with the involvement of all citizens, especially women in the developmental activities of the country. Women, besides their engagement in the workforce, are expected to look after their children, family members and involve in domestic work of the house. After birth of a baby working mothers have the challenge of returning to work, if they have no-one who can look after their babies or if they cannot afford quality childcare service. The study, Assessment on the use of Workplace Childcare and its Effects on working Mother, will help other private organizations, NGO, concerned bodies and communities to understand the contribution of such childcare services to working mothers in fulfilling their responsibility as a mother and being productive in their professional work career, above all it gives insights on what role it plays in the development of a child. Furthermore, the outcome of the result gives insight to other researches to dig more information with regard to workplace childcare in Ethiopian case.

1.6. Scope of the study

Studies of different scholars have shown that, working mother's decision of using childcare services are influenced to greater extent by social, psychological, economical and other factors. According to these studies, if parents are not able to afford for the childcare service, they decline to use it. This is the case with private childcare services for most working mothers in our country. As a result, mothers turn their choice to workplace childcare facilities in their organizations which in most cases are offered freely. Also, quality of the childcare service, the closeness of its location and the trust she feel to the people to whom she is leaving her child to, result social and psychological influence on her which in turn influence her decision, which is

why mothers tend to use workplace childcare in most cases, even if they can afford to pay for childcare services and other such services as at home childcare services, off-site childcare services. Workplace childcare being considered a better choice for all these and other reasons, is it really benefiting the working mothers, as it is claimed, especially in our country? Is the aim which this study is trying to investigate? Therefore, it chooses to delimit the scope of the research by focusing only on workplace childcare services.

It also delimited its focus on working mothers and not on fathers and this is because as it has been shown on studies, in most parts of the world and our country, childcare is considered to be the responsibility of mothers due to cultural, social and religious reasons. Therefore it is the mother who is burdened with childcare responsibility on top of other family responsibility. And if the mother is the working mother, the burden from the demand work added to top of all others. This initiates the study to get an answer for the question “are these working mothers having any benefits from workplace childcare on decreasing their burden? Therefore, the study delimited its scope on only the mothers who are working.

Besides, the study scope was delimited to Mechare Childcare Center to investigate the overall advantages of workplace childcare has brought on the life of working mother. The study in terms of time it was done in 2020 and geographically the study was delimited to Mechare Childcare Center which was found in Nifas Silk Lafto Sub city, Addis Ababa, Ethiopia.

1.7. limitation of the study

One of the limitations of the study arises from the scope the study itself. As the scope of the study takes into consideration mothers only who are working, the benefits of workplace childcare bring about to fathers is not studied. There is also another limitation due to the scope which is, the number of participants are only fifteen women and the number of care center is

only one that is Mechare Childcare Service Center and the study was conducted in Addis Ababa. All these facts make it difficult to give a general conclusion on the service. The other limitation that may be noted from this study is, it is only the benefits that this study tries to investigate in depth from different perspectives and not the other negative effects.

1.8. Operational Definitions

Workplace childcare: refers to an arrangement made by the employer to its working parents to bring their children with them and enable them to care their child while doing their job. It is seen as employee benefit package.

Working mother: it refers to employed mother of the organization and beneficiary of the service and at the same time babysitters of the children based on schedule bases.

Work-life balance: it refers to fulfillment of those demanding roles; work and family life.

1.9. Organization of the paper

This specific study is organized in to six chapters. The first chapter of the thesis includes; introduction part of the study, statement of the problem, the main and specific research questions, general and specific objective of the study, significance of the study scope of the study, limitation of the study, operational definitions and organization of the paper.

Chapter two of the thesis presents, review of related literature that the researcher reviewed to the research topics. The third chapter deals with the methodology employed in doing the research. Whereas the forth chapter presents the finding and chapter five deals with discussion of the outcome of the research. The last chapter of the thesis deals with conclusion, research implications towards social worker and policy makers.

Chapter Two

Review of related literature

This study examined the use of Workplace Childcare and its Effects on Working Mother. The purpose of this chapter is to provide some relevant literatures, researches, theories and discourse that are conducted in the area of workplace childcare. The chapter deals with childcare in general and workplace childcare in particular, feminist perspective and mothering practice, challenges of workplace childcare, convention and labor standards on childcare program in Ethiopia and lastly theoretical framework of the study is presented

2.1. What is childcare?

The idea that mothers are the “natural caregivers” of their children is rooted in the cultures of most of the present and past societies. Recently, this ideological construct has been downsized and women have been – at least partially –relieved by their irreplaceable role of caregiver within the family. Nevertheless, we are still far from appointing fathers and mothers with the same expectations regarding their involvement and responsibilities in caring their children, especially during the pre-school period. As caring and giving birth, childcare is still more female’s than male’s prerogatives (Winefiled et al., 2011). This happens despite the increased proportion of women- and mothers among them- participating in the paid labor force during the last decades. Consequently, for working mother doing “second shift” – working women continuous to do the majority of house work and childcare – (Hochschild,1989) often implies high level of work-family conflict – i.e. strains derived from work and family and role incompatibility (Kopelman et al., 1983).

Childcare is a broad set of activities that are undertaken to ensure the basic needs of the child are met such as food, clothing, sanitation; health etc. together with providing an

environment that is loving and invigorating the social and psychological development of the child. As children are not able to take care of themselves, they are always under the care of family member, a non-family member or no one depending upon the situation they are forced to pass through. There are different arrangements of childcare; Family care is one them. Families, especially women are responsible for provision of the basic needs and the environment that the child needs for its healthy growth (Huntsman, 2008; NICHD, 2006, Scarr, 1998).

For any parent childcare starts just after the birth of the child. Maternity leave granted as one of mechanizes to facilitate childcare for working parents in many countries. After the maternity leave ends, up until the child goes to school, there may come a time and condition which might force the parents to look for help from grandparents which is usually at no cost almost in all societies but it might not be a good alternative depending some conditions. When the child start attending school, care provision still continues. That is, a child no more need care arrangements. In fact this stage is subjective to any given society and is under the influence of culture and context (Huntsman, 2008; NICHD, 2006, Scarr, 1998).

The other type of childcare arrangement is called Non-family childcare. Non-family childcare is a care provided to a child hence there is no family members available. The need for non-family childcare is now growing more and more not only in industrialized countries but also in developing countries, both for pre-school and school age children. There are evidences for the reason as to why the need for non-family childcare is growing. Some of them are: family bond that used to be strong in previous years traditionally are now weakening more today's, the other is migration to cities and overseas in search of better economic benefits is also growing more resulting in parents to raise children where no family members live, and also parenting a child single handedly is becoming more popular (Huntsman, 2008; NICHD, 2006, Scarr, 1998).

2.2. Workplace child care and its significance

Hunter (2018), referred to workplace childcare as any set of services that are provided to the workers in support of their childcare needs from: supply of land, funds and resources for the construction of the childcare center, assistance with the design and development of the facility, support on the ongoing operation and maintenance costs, subsidizing parent directly; as well as many other initiatives that support employee childcare needs. These childcare centers may be found at the proximity of the workplace or in the places that are in close proximity to the workplace.

Shipha (2018) observed that attracting, hiring and retaining qualified and competent employees is one of the major goals set by organization in setting up workplace childcare centers. As can be noted from this observation, in most of the cases employers are trying to maximize their return on investment by providing benefits that are attractive to competent employees.

Gullekson *et al.* (2014), studied organizations that have on-site childcare and come up to the conclusion that, the performance of employees in these organizations was higher compared to off-site users and employees without children. In addition, absenteeism was also found to be lower among on-site childcare program users. Not only this, a study undertaken on 2013 ascertained that workplace childcare that goes with proper breastfeeding policies help to bring about faster return of women to work after maternity leave Nowake *et. al* (2013). There are also other studies that showed workplace childcare programs are closely related with improved job satisfaction and productivity. On the top of that, parents who are users of these centers give an account of their appreciation of the communication with their children and a sense of relief they felt knowing that their children are also close by.

According to studies undertaken by Alexis (2018), across all industries, employers with no-onsite childcare program have faced decreased rate of turnover. It decreased by 19% among

employees who participated on the research and were using the childcare service program. The significance of the childcare can be also be seen on the effects it bring in reduction of absenteeism, important career for women, increasing organizations ability to recruit highly qualified talented employees and thus a good reputation-employer of the choice, for the organizations themselves. Making childcare center available to its workers, an organization, communicates to applicants and candidates, that the organization value work-life balance so much that they invested on the intangible benefits for the creation of that balance. In return, the realization of the benefits can be seen in an increased innovation as a result, female representation in leadership, greater employee loyalty, and trust in leadership and the organization.

Shipha(2018) confirmed that organization that do not provide childcare center loses around 3 billion dollar yearly .Those who offer the service report that it increased the ability to attract employees, minimize the rate of absenteeism, improved employee attitudes, creates a good image about the employer and enhance community relations. Moreover, with dramatically increase in single-parent households, there is definitely a way to attract women to remain in the labour force. Despite the cost incurred associated with starting and operating workplace childcare center, the advantage it contributes to employee-mother as well as the employer weights its cost.

Jabaar (2017) made a study on workplace childcare facilities in an effort to examine its relationship with motivation, performance, satisfaction and retention of employees. Using descriptive research design and a sample of 101 concluded that, offering workplace childcare is one the means that employer help employees balance in their work and family lives. The result of the study also confirmed that workplace childcare gives employees peace of mind knowing their child are properly cared and safe while they are at work. Having the child nearby reduce the

potential interruption of working parents and therefore builds an effective workforce that are more productive and committed to the organization as well. Findings of the study indicates that majority of employees are satisfied with the workplace childcare facility. Majority of the employees confirmed that they are motivated with the use of workplace childcare. In addition to this employees reported that performance level is also increased with the use of workplace childcare.

Stephanie LaRae(2010), on her research as to determine those factors which influence a mother's decision to using childcare, tried to examine economic, societal, functional and psychological factors. To have an in-depth understanding, she used qualitative research design, selected 24 participants who are using on-site childcare services from four organizations in different industries who were located through snowball sample for in-depth interview. Based on the study, she has, come to suggest some ideas on how to make childcare accessible, practical and beneficial to mothers as well as the population at large. And come to the conclusion that, the accessibility of satisfactory childcare if of primary importance for women's ability to retain employment and fro the stability of the overall economy.

On a research that was conducted by Morriessey and Warner (2009), childcare arrangement and parent's experience with the employer's childcare programs, by taking sample from a large university; where employees that have children were given questionnaires to gather information about the childcare arrangements, employees who are recipients of childcare services confirmed that those whose children were not in formal care(non- users of the voucher program), but with other form of childcare services reported that greater satisfaction with the care arrangement than the users of voucher program.

On the other hand Poms et al. (2009) discussed the relationship between work-family conflict and child care satisfaction. In order to come up with a result he uses self-report surveys, in an effort to collect data of two independent variables. Both samples consisted of employed mothers working 30 hours per week or more outside of the home, with one or more children in day care. In doing so he uses four factors of childcare satisfaction; like dependability, childcare-related financial consideration, communication and caregiver's attentiveness. The outcome of his research confirmed that financial consideration out weight user's satisfaction than the other factors.

Connelly at al. (2004) conducted a study on employer-sponsored childcare in his attempt of understanding to reduce work-family conflict. In doing so he collected data from three organizations; of which the two had on-site childcare and the other did not. Evidence of the result shows that on-site childcare; improves workers performance and in addition to this it benefited the employee as well as the organization.

Musgrave(2003) tried to uncover Canadian women experience and perception of workplace childcare. Accordingly, he used feminist theory in an attempt to explore how employer-supported daycare services play a role in helping women participating in paid employment. The result of his study confirmed that such arrangements (workplace childcare) positively affect women's participation in the workforce. The outcome of the study also confirmed that workplace childcare reinforce and transform attitudes towards maternal employment and women's traditional role as child bearers and child rears.

In 1990 a study was conducted on on-site childcare by Goffel al. (1990), on a large firm with on-site childcare center, by participating employees having aged five and under. The participants wee comprised of two groups. The first group includes those who are recipients of

the on-site childcare program having 62 participants and the second group consisted of 191 participants but who were non-recipients of the on-site childcare service. On this study the researcher studies eight variables: work-family conflict, primary responsibility of childcare, availability of childcare services for sick children, satisfaction with childcare arrangements, supervisory support, absenteeism, number of children under the age of five, and use of childcare center at work. Evidence of the result shows that on-site childcare has nothing to do with absenteeism. He also confirmed that the two variables that are related to childcare concerns of parents are satisfaction with care and supervisor support.

2.3. Feminist perspective and mothering practice (Motherhood)

Among the theories written about motherhood, *Maternal Thinking*, by Sara (2014), was the profound feminist theory. The theory begins from the philosophical ground that all practice and experience including daily acts of care performed by mothers gives rise to certain and different ways of thinking. The book pervasively tells a philosophy of mothering, with its diverse ways of thinking about the world. In the study, she theorizes about maternal control, maternal and child vulnerability, the concept of “nature” with respect to motherhood, along with typical way of living maternal care.

The theory systematically links maternal thinking as an “engaged and visionary stand point” with a larger social dimension and a politics of peace and with the central feminist goal: to make the personal (the private) political (Takseva, 2017). The philosophy of “*maternal thinking*” essentially contributions for the subsequent and ongoing development of theories of motherhood. In her theory she separates the biological acts of giving birth from the activities of mothers, this definition frees maternal care activities to be well performed by anyone, such as other mothers, adoptive mothers, and fathers.

Recent scholars in motherhood studies have differentiated between culturally specific forms of mother and their suggestions for what constitute empowerment for each group of mothers (Anderson, 2016). Aderea (2016), investigated about the conditions that make motherhood an oppressive patriarchal structure in the dominate culture such as mothering in the boundaries of a private, nuclear family household where the mother has almost total responsibility for child rearing, frequency assumed economic dependency on men and stick to sex-role segregation. Yet, he also point out that these conditions are not constitutive of many different forms of mothering outside the dominant culture, especially African American or indigenous mothering.

The measurement of success for family friendly policies that are based on the decision making determinants of mothers should be weighed against the perspectives offered by feminist organizational theory (Rorrer, 2006). Currently theories a gendered masculine bias in regards to what constitutes rationality. Feminist measures emphasize concept of responsibility, obligation, and care rather than rights, rules and justice which have been the predominate form of male thought (Morgan, 1990). Feminist organizational theories are measured against the masculine system of rationale, causing feminist theories to remain isolated as a sub-sect of study. In order for advances in feminist issues to occur, both forms of rationality must be brought together for discussion (Kornberger, 2004). This would bring a balance between notions of care and concept of justice, which makes a case for discussion of topics by utilizing inclusive, consensus approaches (Hendler, 1994).

2.4. Workplace childcare and Motherhood

Involving in the domestic issues and be limited to them was the only role that women were we expected to deal them. This is because it was assumed that they are inferior

intellectually and physically than men. But as time goes by, the scenario started to change and the involvement of women in the labor market and even achieves higher positions as women started increase. As a result, now days the number of children grown by stay at home mother is decreasing more than ever, and more and more children are rise at childcare centers.

According to the findings of the researchers, Connelly *et al*(2004), and Dejong (2010); it is only 36.6 percent from the total population of employed mass that the portion of the women represented. In 2001, this percentage increased to 59.7. And from this percentage, the number of married women was less than the women who were never married, and divorced.

A study undertaken in 2010 indicate that, from the total number of working women, sixty percent of the women were mothers having a child below age one and theses mother were involved in part time job(Stephanie LaRae, 2010). As this large portion, having an enormous potential for productivity, it started to become the concern not only to the mothers but also the organizations and policy makers to come up with better ways of increasing the productivity of mothers. This could only be achieved by addressing the issues of conflict of interest which the mother faces from the conditions that arise between work and family matters after the birth of her child. Because after the birth of a child the responsibility of the working mother increases causing her to give priority either to her work or to her family which in turn results in a decrease in productivity or family functioning. Understanding this situation and developing policies that can enable her to balance between her work and family can reduce tension both at work and family environment.

2.5. Issues and challenges with workplace childcare

Even though workplace childcare plays a role that cannot be denied on the lives of working mothers, it is not without drawbacks as some researchers observed. One of these drawbacks are the resentment felt by other work colleagues of these working mothers who do not have a child and are not benefiting from the workplace childcare which is manifested in their frustration. The other drawback observed is one the issues of flexibility of working hours that are offered to working mothers. That is, due to the flexibility of working hour, others complain that she, the working mother is working less but is being paid equally as the others who work more. The other drawback observed is related to ethical issues, which causes the question of fairness of workplace childcare to be raised as these centers are funded by public money, but target only a certain population i.e., the working mothers. Many argue that, this is not fair distribution of public wealth. In addition to the drawbacks mentioned above, the law forbids an employer to give a working mother, who uses workplace childcare service, an assignment that requires mobility far from her child. And since this reduces her mobility it is felt as a liability from the organization's perspective. The other drawbacks mentioned are related to the environment where these workplace childcare centers operate. Especially if these canters are to be found in close proximity to factories, where the environment is noisy, and polluted, it is argued that, the children are being exposed to the devastating effects of the pollution and noise not only hinders their growth, but also case them life threatening health problems (Chouinard & Ridgeway, 2016).

2.6. Models of workplace childcare

According to Stephanie LaRae(2010), and Hunter (2018) suggested workplace childcare may have different models

- ❖ **Owned and operated by non-profit agency:** these workplace childcare services that are run by agencies that provide the fund for the startup and even continue by providing the subsidies for the operating costs, without the aim to profit from the service of the center.
- ❖ **Private, for profit operators:** these are another kind of workplace childcare services centers which are organized to make profits. In these childcare centers employers may provide the startup capital and running subsidies.
- ❖ **Employer provides for employee only:** these workplace childcare service centers provide their services only for children whose mothers are employed in that certain organization. Usually these kinds of centers require large workplace and investment from the employer.
- ❖ **Employee priority:** these workplace childcare centers provide their services priority for the employees of the organization, but they also serve the public at large in the space left open or not occupied by the employees of that particular organization.

As documents from different countries such as Brazil, Chile, France, Hungary, India, Kenya, South Africa, Thailand ,USA and UK shows workplace childcare centers are found in many different forms and models. The list starts with on-site childcare center for employees of the organization, continues with reserve or covering the cost of spaces at local community childcare center, emergency back-up care, negotiating discount for their workers with local providers. The funds required for these centers being raised through employee mothers are allowed to choose based on their interest from these different kinds of models mentioned above. For those employees who have specific needs, employees offer a childcare service as benefit packages. Even if the cost of childcare services is covered by the employees themselves, there is always the support of employer. In some cases though, employers cover all the cost related to childcare services (Hunter, 2018).

2. 7. Affordability, availability and quality of childcare

According to the findings of the study of Cassel, McNamara *et al* (2007), finding affordable and good quality childcare center becomes a huge challenge for low income and single mothers, in spite of the availability. In choosing a childcare center the quality, availability and, affordability are the main concern of most working parents. Although this is what these working parents aspire to find in one childcare center, but now a days they are left with no choice for such services. This is mainly due to the fact that the cost of childcare centers are exceeding the income they generate particularly for those single, low income mothers and, parents that have more than one child. According to the research undertaken by (Minton and Durham, 2013), lack of affordable and quality childcare hinders many working mothers not to return to work.

Quality is the next issue that comes under consideration for these working parents. Of course the first thing that comes to one's mind when it comes to quality is that it is a relative term. Therefore, to say that a certain service has a quality, benchmarks or standards should be set; from the least it should fulfill the least quality standards. And that least standard is, that the child in that center should be at least fed well, cleaned well and be safe.

The degree of concern working parents give a quality of workplace childcare is deservingly, as the future of a child's development depends on the quality of these centers. This is because, as children spend the first three years of their ages in this workplace childcare facilities, and since these years are the foundation years, the experiences during these years, greatly affect their brains and become the foundations for social learning. From the employer's perspective quality workplace childcare service helps the organization to attract and retain competent candidates.

2.8. Mothers employment and the self confidence (psychological factors)

Psychological effects can be explained in the form of self-confidence and self-esteem. Different studies show that people can develop their self-esteem and self-confidence in terms of the definitions of their success, accomplishment or work-balance of life and work.

Amani, et al.(2012) conducted a study on the effects of mother's work on the development, growth, training and performance of a children. In doing so, they purposely selected a sample of 1600 students, 1200 mothers and 800 teachers from different parts of Pakistan. In order to come up with a result they use different categorical variables and one of them was mother's employment and self-confidence. The outcome of the study revealed that, mother's employment promotes self-confidence and 52% % of women, 67% of students and 90% of children were supporting this idea. According to the study the personality of the working mother, her struggle, hardworking, life satisfaction creates self-confidence not only the mother but also on the children too. Furthermore, the study pointed out that girls take their working mother a role model.

Stephanie LaRae(2010), in her study Working Mothers and their Decisions for using an On-Site childcare; she uses different factors. Among the different factors Psychological effect are one of them. In her study psychological factors are explained using two sub-themes. The first sub-them is Guilt and the second one is stress management. The finding of her study shows that those employee mothers who fell to visit their children during work hours said that they feel guilty since the childcare is nearby. With regard to stress management the respondent of her study revel that having the access to their children provide a comfort for the mother and enable the mother to effectively focus on the job to do. And it is a "*peace of mind*". Being able to be there for their children at the time of need reduce the stress of the mother. Hence from the above

two scenarios one can understand that working mothers if they have the opportunity to have access to their children at a time of need and look after them during allowed working hours parents can develop self-confidence and self-esteem.

2.9. Flexibility

Flexibility of time in workplace is also the other issue that is taken as an important factor by working mothers to return back to work. As the finding of the study by (Kristin and Malcolm, 2016), showed flexibility in workplace has strong and positive effects not only for the working mothers but also for the employers. It was found on the study that it resulted in reduction of stress, absenteeism, and turnover, and an improvement in family relationship, job satisfaction and perceptions of work and family balance.

2.8. Work-life balance

Defining work-life balance in a way that is coherent and dependable manner is difficult as it is not a mere relation work and life; rather it is the positive state of mind, as cited by (Greenhaus, Collins & Shaw, 2003). Kalliath & Brough (2008), on their findings asserted that it is when there exists a satisfaction with a person's level of functioning in all domains of life, that can be said that, there is work-life balance. When the paid and unpaid activities called, work-life units by twinning with each other.

The finding of study by Gridiron (2017), on working mothers, work-life balance locus of control and perceived supportive factors indicated that the level of satisfaction one feels decreases as the inter-conflict increases all because of the competing dual roles. As a result of this, a negative effect on one sphere may have a negative effect on the other. Even more, it was found from this study that the support from the environment, family, and spouse help in bringing about a work-family balance.

As it referred in Zoharah & Aminah (2009), showed that, working mothers in trying to fulfill their responsibilities of dual roles, are subjected to face many challenges. As a result they become susceptible to negative work-life spillover, and work-life conflicts.

Work-family spillover could be a negative of positive and bidirectional which involve transfer of emotions, feeling, attitudes and behavior from home to work and vice versa. Work-life conflict arises when there is a demand from time, energy, and attention from an individual is expected simultaneously both from work and family.

2.10. Conventions and labour Standards on childcare program

Working mothers, nationally or internationally face challenges in relation to childcare issue. The UN on its declaration on the article Convention on the Elimination of all form of Discrimination Against women (CEDAW), article 112(c) stated that, the UN member countries have signed an agreement that they shall take actions that are favorable to provide social support services, so as to enable working parents to undertake their family and work responsibilities in combination with their public activities. And this is to be achieved through network of childcare facilities which the member countries pledged to promote and establish and develop.

The International Labor Organization (ILO) on its convention on Women with family responsibility has shown its concern on the issue by stating that, its member countries shall establish, promoter and develop community service such as childcare and family services and facilities in cooperation with public and private organizations.

Accordingly, as member country to both the UN and ILO, Ethiopia, has declared a law that comply with the conventions of both international institutions. On The Federal Civil Servant Proclamations, Proclamation number 1064/2017, section five sub article 48, it is stated that all

government institutions are required by the law to establish a nursery so that Civil Servant Women are able to breast feed and take care of their children. Directives on details of implementation shall be issued by the governmental institution that is appropriate (Federal Civil Servant Proclamation, 2017).

3. Local studies on workplace childcare

Bezawit (2018) tried to explore the impact of workplace childcare on employee absenteeism. To this end, she used mixed approach to get an in depth understanding of the subject under discussions. She used Mechare childcare center, select 107 sample sizes (participants) as control group of the study and include all beneficiaries of the services i.e 33 in number. Findings of her study showed that workplace childcare play a greater role in reducing absenteeism from work and increases productivity. Her comparative analysis showed that there is a significance difference between beneficiaries (treated) and non-beneficiaries (control) groups in terms of outcome variable: absent days. The study also indicates that there is a decrease in absent days as compared to non-treated mother employees.

4. Theoretical framework

As an attempt for a better insight of the role workplace childcare plays to working mothers, theories such as developmental theory, family friendly policies and organizational theories have been developed by different scholars. For this study, workplace childcare and its effect on working mothers, spillover theory has been used.

Sok & Blomme et. al. (2017), suggested spillover theory, which is part of work-life theory, to be the most accepted view in understanding and giving a better insight on the relationship between work and life. Spillover theory states that the relationship between work

and life as the feelings, emotions, and attitudes that are established on employees at their workplace will be reflected at home by the employees into their family life and vice versa. This theory has multiple dimensions which are perceived to be positive and negative spillover.

Positive spillover refers to the fact that satisfaction and achievement in one of the domain may bring along satisfaction and achievement in one domain. Negative spill over on the other hand refers to dissatisfaction and problems in one of the domain bring the same effect on the other aspect too. Spill over refers to the effects of work and family on each other and is described in terms of affect (mood and satisfaction), values (important of work and family) and; skills.

Spillover has been termed as generalization, isomorphism, continuation, extension, familiarity and similarity.

4.1. Positive work-home interference

Barnertt (2005); Frone (2003), defined the transfer of positively affect, skills, behaviors and values from the domain where it originates to the receiving domain, the domain being both home or work, as positive work-home interference . From this definition, it well understandable that positive work-home interference implies to the degree to which experiences in one domain enhance the quality of life in the other. Thus by the same token, positive spillover from the work place has the potential to influence the values and attitudes of an employee at home. And this transference of values and attitudes is accomplished through an instrumental path which skills, attitudes and values are applied effectively in the other role. Positive work-home interference brought positive relationships with job satisfaction and affective commitment, family and life satisfaction and finally physical and mental health. Moreover, certain aspects related to job design, such as autonomy and variety, have been found to relate to higher levels of work-home interference. Similarly enabling resources such as learning opportunity and psychological

rewards (respect, meaningful work) have been found to show associations with positive work-home interference.

4.2. Negative work-home interference

When pressures from home and work domains are unfavorable, negative work-home interference is experienced. There are two types of such interference and they are: Time based negative work-home interference and strain based negative work-home interferences. Time based work-home interference felt when the time one has to devote to one or the other domains brings about a difficulty to fulfill the expectation of the other and, strain based negative work-home interference is felt when fatigue from pressure from one or the other domain affects the person performance on the other domain.

4.3. Summary and implications

In general terms, spillover theory asserts that mental and emotional excitement is felt by employee mother in trying to balance career and family matters due to conflict of interest that arises. This conflict of interest can be minimized, using workplace childcare as one means of achieving this balance. It helps employee mothers be competitive in the workforce and continue their professional carrier and look after a child during working day. In return, it helps them to fulfill their family responsibilities, which can be expressed as emotional satisfaction, developing self-confidence, and social acceptance in being able to cover financial matters needed with regard to raising a child. Studies on workplace childcare reveal that employees who are beneficiary of the services perform better on their job, experience reduced stress levels related to those who are not users of the childcare services. This is all because the child is nearby and they are part of the labor force and are productive, which enable them to support their babies/children economically.

CHAPTER THREE:

RESEARCH METHODS

Introduction

This chapter deals with the methods and techniques the researcher used in conducting this study. Accordingly, it describes research design, study area, participants of the study, inclusion criteria, sampling techniques, sample size, methods of data collection and methods of data analysis, quality assurance and ethical presentation of the study are presented.

3.1. Research design

This research has used a cross-sectional and exploratory qualitative research, with specific case study method. In-cross sectional research, the researcher observes at one point in time and the research can be exploratory(Kreuger & Neuman, 2006). Cross-sectional research is suited to find out experience of phenomenon, situation, problems, attitude or issues by taking a cross sectional of the population which is used in obtaining an overall picture as it stands at the time of the study on a cross-section of a population at one point in time. Accordingly, this research is conducted for specific time period from June to July 2020.

Regarding the purpose, exploratory research is typically conducted in the interest of getting to know or increasing our understanding of new or little researched setting, group, or phenomenon to gain insight into a research topic (Runane, 2005). Since the practice of workplace childcare in Addis Ababa has been not been studied before, the purpose of this study was to explore the effect of workplace childcare on working mother. Therefore in this state, exploratory research is useful to know or increase understanding of this non studied area.

Case study approach is used in this study. Case study purpose is to engage with and report the complexity of social activity. This is done by representing the meaning that individuals or individual social actors bring to those settings and manufacture in them (Somekh & Lewin, 2005). Case study is an intensive investigation of a particular unit under investigation (Kothari, 2004). Since the general goal of this study is to explore the effect of workplace childcare on working mother, case study is appropriate to explore the issue in in-depth manner.

According to Creswell (2007) there are three types of qualitative case studies in terms of intent, they are: single instrumental, intrinsic and collective /multiple case study. Stake (1995) as cited in Creswell (2007) stated that when conducting single instrumental case study the researcher focuses on an issue and then select one bound case to demonstrate this issue.

Taking this in to consideration this research is a single instrumental case study which is issue based because, the issue investigated is workplace childcare found within the organization and it is based on the information collected from employed working mother who are parts of the childcare and from the supervisory of the childcare. Workplace childcare is bounded case because it is bounded in institution or organization.

The research approach in terms of research method is qualitative research since qualitative design principles and procedures are best suitable for portraying and interpreting research participants' view regarding their experience of being a service receipt of the childcare and their felt concern. Understanding perspectives and experiences of research participants are the subject of qualitative research methods (Lincoln & Guba, 1994). Qualitative research is an approach conducted for examining and understanding the meaning individuals or groups attribute to a social phenomenon in which they are experiencing (Creswell, 2014).

Roni (2007) has also stated the relevance of qualitative research method as opposed to quantitative method in doing research with marginalized groups like vulnerable children due to the fact that qualitative research method has the ability to provide opportunities for reflecting the experience of oppression as perceived by the research participants rather than guided and controlled by the researcher. Since oppressed groups of the society are owners of the research knowledge, the role of the researcher is facilitating conducive environments for research participants to have their reflection on their experience, associated feelings and feasible intervention mechanisms for addressing their own problems (Roni, 2007).

3.2. Study Area

Hence the study purpose is to explore the effects of workplace childcare for working mother; it is conducted in one of privately owned organization, Mechare Childcare Center. MIDROC Technology Group is one of the largest privately owned organizations found in Addis Ababa, Nifas Silk Lafto Sub City located at Seychelles Street. Mechare Childcare Center was started as part of the company in 2014G.C to deliver its services for employee mothers. The target population is working mothers who get the services in Mechare Childcare Center. The rational for the selection of the center is that, the company started proving a childcare service to its employee mothers around 2014 G.C (even before childcare service policy was declared in Ethiopia, which is 2017 G.C). This longer practical working experience that the company has, credited it to be chosen from others. Also the center is well equipped with necessary rooms, furniture and trained manpower and even more trains employee mothers and involves them on the day to day childcare service within the center. As a result, this enable the mothers to experience the full spectrum of the effect the center has resulted on their lives, which is the main purpose of this paper which is trying to assess; the effects of childcare center on working

mothers. A mother who has a child in the center has a one day program to take care of the children per week. Every day there will be 3 to 5 mothers who take care of the children thus the organization does not hire extra man power to babysit. By allowing mother of the child to be a babysitter based on scheduled bases the organization aims at creating friendly work environment among the mother themselves. Since they are expected to treat all children including her own equally. The researcher is keen to know and find out how the social relationship, social bond looks like between employee mothers. The center delivered its service to permanent employees and since its establishment served more than 180 employees and 185 children.

3.3. Participants of the study

The participants of the study are employed working mother who are users of the center and supervisory of the Childcare Center. Generally there were sixteen participants; fifteen service users and one supervisor. The reason that made me to include such number of participants was my proper assessment; I found that the total number of service users within the organizations was twenty of which fifteen of the participants was the services users of the organization for more than six month and their social and economic status difference I have decide to include such number of participant in order to gain in-depth information on how workplace childcare play a role in helping working mother to enable them to balance work and family responsibilities. Participants were invited to take part in the study purposively.

3.4. Sampling Technique and Sample Size Determination

Non-probability, purposive sampling technique as a way of recruiting the study participants was applied since this sampling technique enables the researcher to select participants that have special attribute for the issue under investigation (Patton, 1990).

Employed working mother who are part of the childcare (service users) are participants of the study. Employed working mother who are parts of the childcare center are selected through the help of supervisory of the center. Even if the number of participants determined based on the principle of data saturation, the research forced to use all illegible participants because the researcher was limited to conduct and use only one method of data collection; in-depth interview.

3.5. Data collection procedure and data collection tools

Data collection was done after securing cooperation letter from school of Social Work, Addis Ababa University and after gaining willingness of the supervisory of the childcare center as well as employed working mothers (service users).

3.6. Data collection method

(A) In-depth interview

Interview is the most appropriate data collection technique for case study research. Interviews are guided conversations that are usually of the most important sources of case study evidence (Yin, 2009). Interviews are a qualitative method of research often used to obtain the interviewees' perceptions and attitude towards the issue under investigation (Yin, 2009). Accordingly, employed working mother who are parts of the center were invited to take part in the interview. The place of the interview was on the center based on the convenience of the interviewee. The interviewee was chosen based on their knowledge and experience with workplace childcare service. In addition to this in-depth interview was conducted with supervisory of the childcare center. All of the participants were willing and eager to participate. The researcher had assured participants confidentiality agreement and that they had the right to

stop at any time during the interview. Each session of the individual in-depth interview was emotional in different level and took almost 30 to 45 minutes.

(B) Document review

Document analysis is a systematic procedure for reviewing or evaluating documents both printed and electronic material. In qualitative research, document analysis requires that data be examined and interpreted in order to elicit meaning, gain understanding, and develop empirical knowledge. Documents contain text or words and images that have been recorded without a researchers' intervention (Bowen & Glenn, 2009). Accordingly, for this study, relevant documents of center were reviewed such as Website, brochures, assessment forms, monthly and annual reports, organization official document of 2016, monthly magazine and certificate of recognition from wereda were reviewed.

3.7. Method of data analysis

Data analysis, in qualitative research, begins in the field data collection as notes are recorded, initial interpretations are made and the like. Data analysis consists of preparing and organizing the data for analysis, reducing the data into themes through a process of coding and condensing the codes, and finally representing the data in figures, tables or in a discussion form (Creswell, 2007). The generated data were analyzed following qualitative thematic data analysis producers which are proposed by Braun and Clarke (2006). The six steps of thematic analysis which is forwarded by Braun and Clarke (2006) are: (a) familiarizing oneself with the data that one has, (b) generating initial codes, (c) looking for themes, (d) reviewing themes, (e) defining and naming themes, and (f) producing the report. Transcription of field data were made after

translating the field data into English language since write up the research report is expected to be done in English language.

3.8. Data quality Assurance

Prolonged engagement in the field, use of peer debriefing, triangulation, persistent observation, and member checking, and providing thick description were used as a means of establishing credibility (Guba, 1981; Anney, 2014),

3.9. Ethical consideration

Ethical issues are the major principle for protecting a human subject and the most concerning issues during the process of research. Ethical consideration like informed consent, voluntary participation, anonymity and confidentiality, benefits of the participant needs to take in to consideration(as cited by Creswell, 2007, Lipson 1994).The goal of ethics in research is to ensure that no one is harmed or suffers adverse consequences from research activities. In this regard the purpose of the research will be clearly communicated to participants. Thus only those who are willing to take part were involved. Therefore ethical considerations are maintained throughout the study considering the issue of written consent, confidentiality, anonymity, potential vulnerability and sensitivity. Participants participated based on their willingness and verbal as well as written consents and name of respondents are not recorded. The relationship between the researcher and the participants were based on mutual trust and respect throughout the process of the study. Finally the researcher reported the findings in a complete and honest manner and give appropriate recognition.

Chapter Four

Data presentation and analysis

4.1. Introduction

In this section, the findings of the study are organized and presented from the data collected using different methods, keeping the objective of the study in perspective. The data presentation of this study begins with the general description of childcare center. Then it goes to presenting a table which shows participant status, educational background and their occupational status. Based on major themes findings of the study data are presented.

4.1.1. The Service Provision Mechanism

Mechare Childcare provides the childcare services to employee mothers up on their request. For employee mothers in order to be part of the services, first they need to be permanent employee, and any employed mothers is expected to write a request letter to her respected company. Then the company writes a letter to the CEO office, since the childcare center is under the supervision of the CEO office. After letter of acceptance, employee mothers are expected to sign a commitment document, which consists of rules and regulations, what is expected from her, and from the center. There will be orientation program given by the supervisory of the childcare. On the day of admission, letter will be written to human resources. Up on admission users are expected to bring birth certificate of the child, photo of their own and certificate of vaccination of the child to the center. Working mothers are allowed to bring their children from starting the age of 4 month and stay in the center till the child is able to attend pre-Kg school which is 3 1/2 years of age. The company provides baby mattress for each child and cooking material, like oven for preparing meal to their child in case they are not able to cook at home. The

childcare has two separate rooms for the children, one for age 4 months to 1 1/2, the other from 2 to 3 1/2 years old. And every user of the center which means every mother becomes a nanny for her child and also for other children on a schedule basis.

Every mother is expected to put away jewelry, and wear suitable cloths (to make her fill like home), cover up her hair, wear socks, and bring two different clothes for her child together with food and diaper. The moment employed mothers start attending the center they are told to leave their names behind and named Mommy “*Enat*”. All users of the center are expected to treat every child as their own child. No one knows which child is hers. Since, every child calls every nanny Mommy “*Enat*”.

Mechare Childcare Center at its full capacity is able to provide its services for 45 children and currently there are 22 children in the center. The place is very large with ample space and filled with children toys and playing materials. It is very neat, comfortable, secure and has modern bath rooms, and kitchen furnished with modern materials.

Services users	Status	Educational background	Occupation
Participant 1	Married	Degree	Manager
Participant 2	single	12 complete	Supervisor, Attendant
Participant 3	Single	12 Complete	Office Attendant
Participant 4	Married	Grade 8	Safe guard
Participant 5	Married	Diploma	Purchaser
Participant 6	Single	Grade 6	Attendant and cleaner
Participant 7	Married	Diploma	Secretary II
Participant 8	Married	Grade 8	Attendant and cleaner
Participant 9	Married	Grade 8	Attendant and cleaner
Participant 10	Married	Grade 8	Attendant and cleaner
Participant 11	Married	Grade 8	Attendant and cleaner
Participant 12	Married	Grade 8	Attendant and cleaner
Participant 13	Widowed	Degree	Accountant
Participant 14	Married	Degree	Supervisor, purchaser
Participant 15	Married	Grade 8	Attendant and cleaner

Fig 1. Demographic characteristics of research participant

4.1.2. Flexibility of work allowing time to spend with child

The other sub theme explored if flexibility of work. Flexibility of working time is said to be there, when the organization arranges time for the mothers to visit their children while working. Participants were asked about the flexibility of their work to care for their children and answered as follows:

When asked the supervisory answered for this question in her own words as follows

In order to provide its services the center has three permanent employees in three positions such as center officer, security guard and cleaner. It seems difficult to provide the service with this limited number of employee but the center provide its service by the beneficiaries of employee mothers. Each employee mother has a duty to take care of the children as a nanny based on their weekly schedule. For each day five to six employee mother will give the service which include changing baby's cloth, spoon feeding, sleeping, playing and watching out children during work day. While employee mother who are not in their shift, could spend their leisure time with their child during their work day which is calculated around 1:45 hours per day (7:45 AM – 2: 15 AM, 10:00 AM – 10:30 AM, 3:00 PM- 3:30 PM, 4:30 – 4: 45PM) even parents can use launch time to watch out their children.(Supervisory of the Childcare)

The answer from the mothers themselves is the following:

If the company was not able provide the services I have no chance to go back to work. We have scheduled work time and there is a time for those who breastfeed their children. In the morning when we arrived, we directly got the center, those who fed their child will feed food or milk/breastfeed their child, change diaper, cloth, and left the childcare

center at 8:30 AM and back to the center at 10:00 to 10 :30 to check on their child, spend some quality time and return back to their work place; leaving their sweet children to scheduled employee mother. During lunch time the place is open for every employee mother and spent and check on their children and back to their work at 1: PM. Then they will back to the center at 3: 30 and finally all employee mothers left the center at 4: 30PM. “ It is our second home” without affecting my job it helped me to look after my child.(Participant, 6)

4.2. Services Provided to the Working Mothers for their Children

Exploring the services provided is one of the themes of the paper and it is presented as follows by looking at it under different sub-themes.

4.2.1. Safe, Secure, Quality standard facility with accommodations needed

The first requirement in providing any services is the environment where the activities of the services are going to be undertaken. And within that environment both the service provider and users should be safe, secured, provided with accommodations needed for the activity. Childcare facility by itself needs a special attention, as it requires a very large space, professional nurses, babysits or nannies, and different accommodations and materials since it is very sensitive issue.

One mother when asked about the facility answered as follows:

I used to send my child to privately owned childcare center since I do not have financial problem. But my child was very thin, even if I provide her with nutritional food. I do not know exactly what happened, but after I joined this company and became part of the childcare center I saw a difference on the weight of my child. Besides I have the chance

to check on her during those allowed times since she is close by. In addition, I can cook and fed my daughter during lunch time. Above all the scheduled babysits are more like a family to me so I don't have to worry that much.(participant, 14)

The other mother in her own words testified as follows:

Here I am working as Manager and I do not have financial problem with regard to affording a childcare for my child. But most of the daycare has a problem with provisions of quality of the services. Because of this I was not comfortable with sending my child to the centers. But here, the center become accommodated with modern furniture and cooking materials. It is very neat well organized, occupied with children materials and a janitor who cleans the area very frequently.(Participant, 1)

Another mother also added:

The place is comfortable, furnished with all needed materials, there are modern bathrooms: you just provide child with things that you cannot provide him/ her in your home. Even you may not have the access to such things at your home. Generally speaking every users of the center are more responsible they work in harmony and in collaboration. If your child got sick you can remain in home look after your child by informing the supervisory of the childcare center. And only employee mother who are part of the center are only allowed to inter in to the center for the sake of security.(Participant, 7)

4.2.2. Childcare Services

Childcare service are the different set of activities that include cleaning, feeding, clothing and other services that are done to enhance the development and growth of the child. In an effort to

explore the childcare services that are provided, since it is one theme of the study, the participants were asked what services they get and answered as follows:

Below is put the testimony of one of the mothers in her own words:

Mechare workplace childcare is “like a home”. When you are at home after looking your child, feed, change cloth, you take care of your child they you move to other domestic work of the house. This is the same for Mechare workplace childcare. We look after children at the same time engage in office work. I did not have that much difficulty with my first child because my mother was with me after she died I was forced to take annual leave more often to look after my child but currently the center become one of the options besides annual leave and maternity leave.(participant, 12)

4.2.3. Health Care Services

There are services undertaken by a professional hired nurse to make sure every child is healthy. When they get ill the center has a small scale facility with necessary medications for less serious and immediate health issues. For issues that require more the center refers the child to higher health care centers.

4.2.4. Support and Supervision

As the activities of the childcare center are many in number and are performed in the ever changing conditions of the world, the childcare center needs to have supervision form smooth flow of its activities on everyday basis. Taking this into consideration, the support and supervision provided to the working mother was a sub-theme explored by the paper. The participant were asked about the support and supervision and answered as follows:

This was the response of the supervisory who also one of the participant of the study when asked about the support the mothers get from the center in her own words:

The major objective of the center is to provide services; a place which is confined with comfortable and high quality, secure, easily available childcare to working mother for free in an effort to reduce stress, work burden and help in balancing work carrier and care side by side. Before the center was opened many working parents were absent from work and loose concentration on their job therefore they were forced to resign from work. But after the opening of the center we were conducting assessment on the effectiveness of the center considering working mothers and their immediate boss: reports shows that it reduce the rate of absence from work and enhance social relationships in return it creates family- friendly environment among working mothers.(participant, 13)

4.2.5. Transport Service

Proximity to childcare center is one of the major issues that concern in using workplace or any other childcare service. As a result it was explored as one sub-theme of the paper.

Participants of the study revealed that

The company provides us with services so we can bring our children to the workplace, so relatively costs related to transportation also minimized

A mother who is especially grateful for the provision of the services said that:

It was very good opportunity for me to be part of the childcare. It is just like a home. I used to breastfeed my child every two hours; My husband and I work and even if we have families to take care of our children they are far from the place where we live; taking our

child in the morning to their place and returning her our place in the evening is costly more.

4.3. Major Effects of Workplace Childcare on Working Mothers , work-life balance

As the aim of this research is to explore the major effects, workplace childcare plays in life of working mothers. And in attempt to find out these effects, participants were asked about the major effects the childcare has resulted on their lives and they responded as:

Mechare workplace childcare has played an important role in my life. First it helped me to continue my professional career and it was a safe place to stay for ma child too. by the way I used to be late and mostly absent from work to look after my child before the service was opened and even if I left her with my mother I used to call home check on my child and due to this I was not able to fully concentrate on my work.(participant, 3)

The answer from the other mother was:

The center is very good. My child was here since he was seven months old. And I was new to the company and they told me that the organization provide a childcare center and I was happy and it was the first reason for me to join the organization even if the salary was not that much attractive. And currently he is now 3 and half years old and next he will attend hid pre-KG school. Without leaving my job, I raised my child. It became a reason to remain in this organization for the sake of my child.

4.3.1. Effects on Family Lives

We humans have many roles to play when we line in this world. And this also holds true for working mothers. These women play a role of a mother to their children, and a role of a wife

to their spouses, and a role of an employee to their employers etc. Therefore the effect this workplace childcare has brought about on their family lives is one sub-theme explored. Their responses are presented as follows:

The mother who is responded for this question expressed herself as flows in her own words:

My husband was very happy and encourages me to send our child to the center. Our first child was in the center for three and half months till she started attending pre-KG school. And in her first day of pre-school she did not have a difficulty of being in school; since children in their first day of school have a difficulty of separating from their parent and this was not the problem of our child and because of this my husband wanted our second child to be part of childcare

4.3.2. Psychological effect (self-confidence)

As psychologists depicted there are different factors that determine the wellbeing of a person. These factories comprises; self-esteem, self-confidence, and self understanding of the person. Participants revel that workplace childcare gives them the chance to remain in the workforce along with caring a child during work hours; work-life balance.

To begin with being a mother by itself has a lot of responsibilities, having your child nearby and getting the chance to look after him, while doing your job done has a lot of happiness. It decreases the stress; you do not have to call your nanny or family members, since your child is close to you. It helps you to have self-confidence and I am very happy to be part of the childcare center.

4.3.3. Economical Effect

In connection to this participants were asked if the presence of the workplace childcare help them to subsidize or minimize the cost in relation to childcare cost. Respondents revealed that

Because of the presence of the service I was able to continue/secure my job. Let alone to put my child in private childcare with pay, it is going to be very difficult for me to feed my child; if I lost my job. Being part of the childcare help me to fulfill my responsibility since I do not have anyone to look after my child. I would be left with no choices. If I lost my job I will not have any income, to raise my child and if I have to keep my job I cannot afford the cost of privately owned childcare center, so that I can put my child. In addition to this I have no one else to look after my child. The presence of the childcare totally reduce costs related to childcare(participant, 4,10,11)

There is no cost that we are expected to pay for the services. It is totally free of any charge. I am a single working mother I have no option if I did not have the chance to be part of the childcare. I have no other means of affording childcare service.(participant,15)

I am a single working mother my salary is very low to afford childcare services. Besides I have to work to cover expenses related to living costs. Moreover, I have no one to leave my child with while I am working.(participant,2)

4.3.4. Social impact of workplace childcare on working mother

Human beings are social animals. And there is an interaction, communication which can be expressed as either strong or weak social bond. For this very reason the study tries to explore the social effects of the workplace childcare on the working mother as on sub-theme. With this regard participants were asked if workplace childcare center brought any social or creates a friendly-environment among the users of the center. And participants of the research mentioned that workplace childcare creates a friendly working environment.

To start with families, neighborhood, my husband was happy when they heard that such services were provided by privately owned company owner. Besides that there is a good and smooth relationship among us. We help each other with diaper, and sometimes with food. In addition to this there is an open discussion with each other about mechanisms of raising a child especially those who have a child before others for first time share their experience, for those who have a child fist time. Issues related to breastfeeding take the longer time. Employee mother with any issue bring her worries or complain openly with the rest of the group. (all participant)

We share everything. It is more than a home. "YE ENAT BET". If I did not bring a food to my child, I am free to share from other mother child. Moreover, we have the right to cook meal and fed our children. My child is my work colleague employee mother child and her child is mine too. So there is no difference at all. Above all children are raise on the hands of employee mothers not hired professionals nanny, or stranger person. We talked openly over our problems, even if a mother fail to give the right care to her child, we gave her our comments, on how to prepare nutritional food , the group will discussed on the issue and advised the mother. (all participant)

Children are fed all around table, we share everything, we love the place, and even if disagreement exists the quarrel did not go further till it affects our children.

We have smooth and strong relationship among us. There is a coffee time everyday during lunch time. And existing problems with regard to childcare care discussed and share our experience freely during this time.

4.3.5. Options (what if there is not a childcare service)

Participants of the study were asked what their options were if the center did not provide them the service and participants responded that; some of participants reported that they have no other options other than resigning their job.

4.3.6. Challenges of workplace Childcare

In any social setting, it is inevitable that there will come a time and place where condition influence conflict of interest to arise among human beings. This holds true to workplace childcare service centers among working mothers. But it is not the conflict of interest that is a challenge, as it can never be avoided. Rather the challenge is, developing the proper and acceptable mechanism to resolve the conflict. With this regard participants were asked what kind of conflict resolution mechanisms are used. Participants of the study revealed that they have their own way;

Sometimes there will be a conflict with the assigned employee mother if they fail to do what is expected from them. E.g. If her son/daughter get not change diaper or not feed during the day time; there is a coffee time for all members of the childcare during lunch time so within that time, a mother with any complain brought her case to the rest of the members and members will try to solve the problem among themselves.

The supervisory of the center also justified that

Every time employee mothers attend the center they have the tendency to look after their own child only. And it was a problem. But after a while they develop strong social relationship among themselves. They share everything they have. There is a monthly report and meeting with the users of the center and conflicts that cannot be resolved among them are reported to me directly; mostly they resolve the care among them. But sometimes there will be disagreement with immediate boss of the employee mothers some of them did not allow the mother to check on her child frequently in care I interfere and discussed with the boss to resolve the disagreement.

4.3.7. Future Prospects of workplace Childcare

Looking at the current trends of the growing number of women's involvement in the economy suggests that, the need for childcare services, and the roles they play on alleviating the burdens of working mothers, is going to become higher than it has ever. This being the fact, participants of the study were not able to answer when asked what the future prospects of workplace childcare would look like, which shows the lack of understanding that they have and the community at large on workplace childcare.

Summary

Workplace childcare services have undeniable role in bringing about tremendous effects not only on the lives of working mothers, but also organizations, and the economy at large. The centers provide crucial services to ensure the proper growth and development of a child, which was supposed to be the burden of the mother previously. These services include activities such as cleaning, feeding, clothing, health services, accommodations, and other supportive services.

The findings of the research indicated that, workplace childcare service centers need to be given due attention as other departments of the organization. This is because, workplace childcare center are assets to the company and not liability, since the availability of the center reduce absenteeism, increase performance and attract qualified employees, and help the company build its good will.

It is observed in the finding of the study that, there are more than one factor that working mother are concerned with, in choosing to use the service and these are the quality of the facility, accommodations, transport, professional skills, accessibility, affordability, safety and security of the service. In an environment where one of these are lacking, it is inevitable that the service is more likely to contribute to the dismay of the working mother, and may affect the proper growth and development of the child.

The other significant point identified from this study is that flexibility of work time. As it allows time to attend the their child to breast feed, clean or have quality time and return back to work, and to involve the mothers to work as nannies on schedule basis. This allows the mother to contribute to the center, as there are many activities undertaken to provide the services they require. This also strengthens social this with other mothers, and also full them hired employees of the center. And increase their satisfaction on fulfilling their dual responsibilities.

It is also observed from the findings of the study that, working mothers need to be supported and supervised both in the center and at work, as the burdens they are carrying should not be theirs alone. Therefore, having to have a supervision and support body is important, as working mothers benefit from the working experiences of their supervisors both on parenting skills and work place needs.

The findings of the study also indicated that the effects workplace childcare center have on the professional life of the working mother, together with her family life. This in return her emotionally, psychological, economically, socially, the list goes on. The effect that workplace childcare has on the life of working mother is tremendously positive, because of the fact that workplace childcare center brings about work-life balance on the life of working mother.

The finding of the study also indicated that workplace childcare is not without challenges. One problem observed is conflict of interest that arises, some of the time, among the mothers. But this also comes with an opportunity to learn and grow for the mothers themselves. As it indicated in the study, they learned ways of resolve conflicts among themselves through their social support and supervisory help.

The findings of the study indicated there is lack of awareness of the fact that proper workplace childcare services are the right of working mother. Even the key participants of the study, who are users of the service, are not aware that working mother is entitled to have such service. They believed that it is given to them as a gesture will from the bosses. As a result they believed future of the center is on the hands of the management of the company.

Chapter Five

Discussions

In this section the major findings of the study will be discussed by comparing them with other researchers conducted in the area.

5.1. Workplace childcare and its importance

Looking after a child is the responsibility of the family especially the mother. Childcare can be formal or informal care provided to infants while their parents are not around. There are different forms of childcare service and among them workplace childcare is one of the form. One of the aims of this research is to explore the major significance of workplace childcare plays in the life of working mother. The study reveals that workplace childcare plays a significant role in the life of working mother. The outcome of the result shows that employee mother supported to look after their children with as well as doing their job at the same time. The result of the study supported by Shipha(2018), Alexis (2018), Morriessy and Warner (2209), Connelyy et al.(2004), Goffel at al.(1990) and Bezawit(2018) and confirmed that companies that provide workplace childcare has the opportunity to attract and retain competitive workers since it is one of employee benefit package.

Besides it allows employee mothers to concentrate on the job to do while caring their child too. Balancing this role plays a significant role both for parents as well as the organization. Evidences both by the above researchers and others shows that studies done on developed countries especially America, Canada, indicates that absence of workplace childcare become a reason absence from work and due to this company loses millions of dollar every year. Thus the researcher confirmed that workplace childcare play a major role in life of the employee mother

and recommend that having such facilities can have a positive impact not only for the parent but also for the development of the child too.

5.2. Psychological Effect (self-confidence)

Participants revealed that the center help them to develop self-confidence through balancing of work-life matter. As the aim of this study to explore the effects of workplace childcare; psychological effect, participants of the study confirmed that balancing those demanding roles enable working mothers to develop self-esteem and self-confidence. The outcome of the study is supported by Stephanie LaRae (2010), in her study working parents feeling, experience and decision for using on-site childcare finds out that psychological factor; self-confidence. Those employees who are part of the on-site childcare develop self-confidence. Working mothers are free from any guilty; due to the closeness of the child and able to visit during work hours are not experiencing any feeling of guilty. Furthermore, the by Stephanie LaRae (2010), the immediate access to one's child provide a comfort to the mother that allows them to focus on their task at work and relived concern about meeting the child's needs in the case of emergency.

Thus both finding of the study and reviews of literature asserted that workplace childcare service play a great role in enabling working mother balance work and family life; hence it creates self-confidence, sense of commitment and self-esteem.

5.3. Emotional Effect

The finding of the study showed that workplace childcare has positive effect on working mothers. This is supported by Stephanie LaRae (2010), and her study shows that the presence of the center contributes to satisfaction of employees. Since the child is nearby it reduce the stress;

hence brought employee satisfaction. Balancing the two demanding role leads to reducing the stress and employee with less stress satisfied. Workplace childcare allows working mother to work freely and care for their children parallel.

5.4. Economical effect

Costs of childcare become increasing from time to time and finding affordable childcare and quality childcare becomes a challenge almost for all parents. Boushey and Wright (2004) also finds that costs of childcare takes a large share of households income for lower income mothers compared to higher income mothers. The finding of the study also similar to both Shipha(2018) and Prosovian (2015), that cost of childcare become a big challenge for single and married low-income employee mothers. Moreover, parents worried more about the quality of the childcare too and finding quality childcare with least price is major hassle that working parents face while they think of returning back to work.

Financial issues are one of the major factors that force working mothers to remain in the workforce in order to be able to provide their children with fulfilling basic needs. With nuclear family structure and changing women role in society, with increased economic necessity to participate in paid work in most developed countries. Economical factors are major issues all over the world. Work and family responsibility are more difficult with those single and working mothers. With this regard working mothers who earn low wages has a difficulty of affording childcare expense and provide the necessary support like food, cloth to their children.

With regard to this the participants of the study confirmed that the company provides the service for free. In this case parents got the chance to preserve economic security of their families. Thus study confirmed that Mechare workplace Childcare Center help working mother

to cut cost related to childcare. Furthermore, the data of the finding shows that most of the users of the center are single and married women who earn low wages.

5.5. Social Effects

Human beings are social animals. And there is an interaction, communication which can be expressed as either strong or weak social bond. With an introduction of information technology and social media people tend to be more individualist than being socially. The finding of the study reveals that Mechare Workplace Childcare Center create family-friendly working environment. Social relationship is one of the major concern that social worker gives much attention. The result of the study is similar to that of Zoharah & Aminah (2009), workplace childcare creates friendly environment both among the workers and employer. Finding of the study revealed that there is strong social relationship among the users of the center since it creates a friendly environment between the employee and employer. Generally speaking workplace childcare promotes a strong social relationship among the users; enable them to provide support for each other at a time of crises.

5.6. Flexibility of work time and work-life balance

The other significant point identified from this study that flexibility of work time. As it increases the mother's satisfaction since it enables her to fulfill her dual responsibilities enabling them to achieve work-life balance. And this is also quite similar with the finding of Kistin and Malcolm (2016). Their researches show that flexibility in workplace shows strong and positive benefits for both workers and for employer. It is found that to reduce stress, and improve family relationships, decrease absenteeism and turnover and increase job satisfaction and perceptions of work and family balance.

Flexibility of working time, the organization arranges time for visiting their children while working. Flexibility of working time is on form of family-friendly policy which allows working parent to look after their babies during working time with the help of caregivers. The availability of the services with the sphere of the organization enables the mother to have easy accesses and minimizes cost of transportation of taking a child from and to. The results of the study confirmed that have such arrangements makes it for access a child and help them to develop a sense of belongings.

5.7. Factors that influence service provision (Security, accessibility, and quality of childcare)

It is observed that in the finding of the study those, working mothers are concerned on the factors such as quality, facility, accommodations, transport, accessibility, affordability, safety and security of the center to decide and choose to use the service. And this is in congruence with the finding of Stephanie LaRae (2010), on her research as to determine those factors which influence a mother's decision to using childcare. Based on the study she has, come to suggest some ideas on how to make childcare accessible, practical and beneficial to mothers as well as the population at large. And come to the conclusion that, the accessibility of satisfactory childcare is of primary importance for women's ability to retain employment and for the stability of the overall economy.

Having access to childcare is one thing but quality of the service matters most. Studies show that, early experience of a child has impact on the development, learning skills and abilities of a child throughout his entire life. Because of this quality of a childcare is concerning issue that working parents gives more emphasis. According to Huntsman(2008), there are different ways of measuring a quality of a childcare services. Among the lists the experience of the childcare

service, caregiver's qualification, safety of childcare setting and interaction of caregivers to children are the major one. In this case the outcome of the study confirmed that workplace; Mechare Childcare Center provides a quality service to the children of employee mother. Especially the center is equipped with modern furniture's, and it is well organized kitchen so that employee mother able to cook and fed fresh meal to their infants. Another point raised in relation to quality is; caregivers –children interaction. As to the caregivers-children relationship the caregivers are employee mothers themselves so there is no a problem of interaction with children. Besides the supervisory of the childcare plays a great role in securing the safety of the children in their stay at the compound. The center has large space so that it can hold up to 45 children. There are different play grounds so that children spent their time playing. Besides this center got a certification of accreditation by governmental officials for providing quality service for more than five years and serving over 200 children of employee mothers. Thus based on the above measuring units and based on the outcome of the study the researcher of the study believed that workplace (Mechare Childcare Center) childcare pays a great role in assuring quality of childcare service compared to other childcare center.

Chapter six

6. Conclusion and Implications

The importance of workplace childcare becomes undeniable fact both for employee as well as to the organization which provide the services. Providing secure and quality childcare contributes to the future development of a child. It can be considered and taken as one way of promoting women; working mothers to secure their job and income. Therefore the result shows that providing a workplace childcare promotes employee satisfaction, increase productivity, decrease turnover and absenteeism from work. The benefits of the workplace childcare outweighs the operating cost incurred on the employer side. Therefore companies with some kind of arrangement need to provide the services.

6.1. Its implication of social work practice

The finding of this study observed that workplace childcare centers are one alternative option that helps working mothers to return back to work after a birth of a child. As the effort by the government and non-governmental organizations are still not enough, social workers have a lot to do to raise the awareness of the concerning parties, enforcement and promotion of workplace childcare services to alleviate the burdens of working mothers through the establishment of workplace childcare centers.

One of the role of social workers is being the voice of the needy, women and children especially. Social worker stands for the promotion of equality in every sphere of life in the society. One of the roles that social workers are expected to play is advocating on behalf of women to empower them in the society. This is because, as women carry many responsibility as a mother, wife, employee and others, which have a great hindering impact in advancing in their professional and family lives to experience satisfaction. Low income earning women are

especially vulnerable part of the society and need others to stand for them. Social workers should therefore give support to this part of the society in addressing their needs.

Children are the other part of the society that need the support of social workers, as they are vulnerable and are not able to stand for them. Providing quality childcare service not only contributes to the well growth and development of the child, but also the country at large, since the future of the country depends on the future generation. Standing for the accessibility of quality childcare services for all children is one responsibility of social workers. Raising the future generation upon which the future of the country rests on should not be left to the working mother only. Therefore, social workers should take the responsibility and play their roles on advocating the need for accessibility of workplace childcare series to working mothers.

6.2. Implication to Research

Research and researchers are bound with time, as a result there will always be a need for future study on working mothers and workplace childcare issues in Ethiopia. The study needs additional investigation in an attempt to discover what is missing in the current childcare series and opens a door for holistic view of the case undertaken. There is a need for inclusion of larger portion of working mother experience and a need to dig on why all employee mothers with child are not part of the center even if it is available for free. A recommendation for future study could include, if social status of a mother has an effect from using the center. Since, in every study there is always a gap that a given researcher fails to cover; and this specific research gives insights to different ideas that may require future investigation; hence there is a need to explore the findings in this research.

6.3. Implication to Policy Makers

The study revealed that having a workplace childcare is a mandatory. Social workers and concerned bodies need to intervene in policy making and implication, in an effort to help women fulfill their social responsibility. Reports by Ethiopian Manufacturing (2018), showed that involvement of women in the formal sector is very low compared to their involvement on the informal sector; this could be due to different reasons. One of the reasons could be the dual responsibility that the society expected them to play contributes to their hindrance or they may fail to have the support of others. The finding of the research showed that, getting the support of society, government, social worker play a positive role in helping women to return to their job and or to involve in other formal sectors.

There are some measures already taken by the Government body in developing civil service (servant) policy that impose civil service organizations to offer workplace childcare center but that is not enough. Government, above all social workers need to intervene and advocate the issues, since helping women is helping a society. As social worker(policy makers) imposing policy implementation at grass root level should be done. Considering that workplace childcare as one means along with maternity leave, incorporating it with other kinds of policy must be enforced.

Annex A: In-depth Interview guide for employed mothers

- What is your job in the organization?
- Are you single or married?
- How many children do you have? How many of your children are at workplace childcare center?
- Have been a user of any childcare services outside this company? And can you share me your experience with regard to this? How the service deliveries were look like and were you satisfied or unsatisfied with the services?
- How do you see these workplace childcare services? Does it contribute any advantages?
- How it is helpful? In balancing your professional carrier and caring your child as the same time?
- Does the availability of the workplace childcare help you to return back to work?
- What were some of the reason you chose to work at this organization? Was workplace childcare become a factor?
- Have you been unemployed or leave your job to look after your child before?
- Are you satisfied with the service deliver? How satisfied you are?
- As an employed mother how did you see it the availability of the service? What other options would you consider if workplace childcare was not an option?
- Did pay for the service? If so how much? Or is it free?
- Are there nannies available to look after your children? If so how does your communication/interaction look like?
- How do you explain the relationship and the communication among employed mothers?

- What kind of experience did you share among yourselves with regard to childcare? Did you help each other?
- Can you tell me any problem / challenge related to the services? Having your children closer to you in work area is it good or challenging?
- Does the availability of the services affect financial / economic factors? Does it help you to minimize costs related to childcare?
- How does it feel keeping a child closer to you? Is it comfortable? Tell me how do you feel about it? How does it feel?

Annex B: In depth interview guideline with supervisory of Mechare childcare center

1. Tell me about the childcare service; when was established, its aim, and the kind of services delivered by the center? How does it work?
2. How many services users are currently available in the center?
3. How did accept users? Is there any predefined requirement to be part of the center? And how many users are currently available in the center?
4. Compared to the number of employee mother the number of the service users is very low why?
5. How do you see the contribution of the center to working mothers? And what role it plays? What benefits does it contribute to working mother?
6. How did you manage when conflicts arise among users of the center? And what conflict mechanisms did you usually apply?
7. What benefit do you think the organization gain by providing the center to employee mother since operating cost of childcare is very high?
8. Is there any employed mother who dropout from the services? Why?

Informed Consent

My Name is Frehiwot Zemichael and I am a graduate student of Addis Ababa University, Social work department. And currently I am working on exploring the effect of Workplace childcare on working mother in an effort to fulfill my Masters Degree in Social Work. It is a qualitative research and the purpose of this research is to gain in-depth understanding of how workplace childcare works and its major contribution on the life of working mother. Your participation in the study will include in-depth interview held for 30 to 45 minutes. I will assure confidentiality by not citing your name directly within the study report. Bear in mind that your participation in the study is very valuable.

I kindly inform you that there are no any direct benefits to you from participating in the study. Along with this your participation on the study is voluntary and will not affect the relationship with your organizations.

Participant Signature _____

Researcher Signature _____

I thank you very much for your corporation!!!

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