

**ADDIS ABABA UNIVERSITY**  
**SCHOOL OF GRADUATE STUDIES**  
**COLLEGE OF LAW AND GOVERNANCE**  
**CENTER FOR HUMAN RIGHTS**



**Vulnerability, Exploitation and Abuse against Female Domestic Workers: The  
Case of Debre Markos City**

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**A Thesis Submitted to the Graduate School of Addis Ababa University a  
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**HUMAN RIGHTS (MA) PROGRAM**

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## **Declaration**

I declare that this thesis is my original work and has not been presented for a degree in any other university, and that all sources of materials used for the thesis have been acknowledged.

Declared by

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Table of Contents	
Declaration.....	i
Table of Contents .....	ii
Acknowledgements.....	v
Acronym.....	vi
Abstract .....	vii
INTRODUCTION .....	1
1.1. Background of the Study.....	1
1.2. Statement of the Problem .....	3
1.3. Research Questions .....	5
1.4. Objective of the Study.....	5
1.4.1. General Objective .....	5
1.4.2. Specific Objectives .....	6
1.5. Significance of the study .....	6
1.6. Scope of the Study .....	6
1.7. Organization of the Study.....	7
CHAPTER TWO .....	8
LITERATURE REVIEW .....	8
2.1. The Nature of Living and Working Condition of Domestic Workers .....	8
2.2. Factors for the Vulnerability of Domestic Workers .....	10
2.3. Exploitation and Abuse against Female Domestic Workers .....	14
2.4. The Overview of International legal frame works on Domestic Workers .....	17
2.5. The Overview of Legal Frame Works on Domestic Workers in Ethiopia.....	22
CHAPTER THREE.....	26

RESEARCH METHODOLOGY .....	26
3.1. Description about Area of the Study .....	26
3.2. Methods of the Study .....	26
3.3. Sources of the Data .....	27
3.4. Tools and Data Collection Mechanisms.....	27
3.4.1. In-depth Interview.....	28
3.4.2. Key Informants Interview .....	29
3.4.3. Focus Group Discussion .....	30
3.4.4. Document Analysis.....	30
3.5. Sampling Size and Techniques.....	30
3.6. Analysis of the Study .....	31
3.7. Ethical Consideration of the Study .....	32
CHAPTER FOUR.....	33
FINDING FROM EMPIRICAL DATA AND ITS ANALYSIS .....	33
4.1. The Living and Working Condition of Female Domestic Workers .....	33
4.2. The Relationships between Employers and Female Domestic Workers .....	37
4.3. Exploitation and Abuse Commonly Experienced by Female Domestic Workers.....	39
4.3.1. Physical Abuse .....	39
4.3.2. Sexual Abuse .....	42
4.3.3. Verbal Abuse .....	44
4.3.4. Economic Exploitation.....	46
4.3.5. Neglect and Discrimination.....	48
4.3.6. Child Labour Exploitation.....	50
4.4. Factors for the Existence of Exploitation and Abuse against Domestic Workers.....	51
4.4.1. Nature of Employment Contract.....	51
4.4.2. Absence of Labour Division.....	53

4.4.3. Spontaneous Nature of Works.....	54
4.4.4. Culture of the Employers .....	56
4.4.5. Educational and Family Background.....	57
4.4.6. Lack of Awareness.....	59
CHAPTER FIVE .....	63
CONCLUSION AND RECOMMENDATION .....	63
5.1. Conclusion.....	63
5.2. Recommendation .....	64
Bibliography .....	66
Appendix I: List of Informants .....	71
Appendix II: Interview Guideline .....	74
Appendix III: Relevant Documents .....	78

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## Acronym

APWLD	Asia Pacific Forum on Women, Law and Development
CEDAW	the Convention on Elimination of All Forms of Discrimination Against Women
FDRE	the Federal Democratic Republic of Ethiopia
FGD	Focus Group Discussion
OHCHR	Office of the Higher Commissioner for Human Rights
ICCPR	the International Covenant on Civil and Political Rights
ICESCR	the International Covenant on Economic, Social and Cultural Rights
ICERD	the International Convention on the Elimination of All Forms of Racial Discrimination
ILO	International Labour Organization
UDHR	the Universal Declaration of Human Rights
UNICEF	United Nations Children's Fund
UN	the United Nation
USA	United State of America

## **Abstract**

*Domestic work is one of the oldest and most important occupations for millions of poor women around the world. However, domestic workers commonly seem to be undervalued and poorly regulated, and workers remain overworked, underpaid and unprotected. Nevertheless, studies on the living and working conditions of domestic workers are limited, similarly; there is no enough investigations in the area of the study except research works that has been conducted in relation with gender and inequalities of women.*

*As the result, the central objective of the study is to examine the vulnerability, exploitation and abuse against female domestic workers. The study was basically qualitative case study and has been used both primary and secondary sources of data. The sampling technique was non-random sampling technique which includes both snowball and purposive sampling. That is why the data were collected through in-depth interview with fifteen female domestic workers and 10 home employers as well as focus group discussion made with 10 female home workers, key informant interviews conducted with different concerned institutions and document analyses were conducted.*

*The study has revealed that the living and working condition of domestic workers is not progressing in line with the promotion and protection of the highest degree of physical, mental and social well being of the workers. The finding also disclosed that physical, sexual, verbal and economical violence are common on female domestic workers. The study also identified the basic factors for vulnerability of domestic workers which includes the nature of employment contract, culture of the employers, educational and family background of the workers, lack of awareness, absence of labour division and spontaneous nature of works. On the other hand, both domestic workers and employers were not effectively resolving the violence by using the legal institutions. As the result of the nature of the working condition and vulnerability of the workers, their working and living situation need due attention and legal protection from the government and the whole community to avert the exploitation and abuse against female domestic workers in relation to their jobs.*

**Key words:** *female domestic workers, domestic employers, paid workers, live-in workers, vulnerability, exploitation, abuse and Debre Markos city.*

## CHAPTER ONE

### INTRODUCTION

#### 1.1. Background of the Study

Millions of workers all over the world play important role in domestic work services.<sup>1</sup> It is a global phenomenon and in many countries a significant sector for the economy outside the home by participating in cleaning, child-minding, gardening and servicing care to elderly people in all kind of private households.<sup>2</sup> By implication, domestic work is characterized by huge variety in terms of actual employment relations that often move between formal and informal, legal and illegal, but the substance is that workers rights need to be guaranteed for all workers.<sup>3</sup>

Because of the nature of the sector it is difficult to show the real numerical evidence of the total share of female, male and children domestic workers and their vulnerability to different exploitation and abuse throughout the world. However, the ILO estimation shows that there are about minimum of 53 million domestic workers across the world.<sup>4</sup> Among, women generally from the poorest sections of society, make up an estimated 83 percent of domestic workers.<sup>5</sup> Actually, both male and female domestic workers may face physical, psychological and mental abuse, but relatively by inferring the total share in domestic sector, female domestic workers are by far seriously and the most commonly vulnerable for different exploitation and abuse. As the result of this argument the researcher wants to focus on female domestic workers to display the reality by taking specific case area.

From the total share of domestic workers, female workers take the majority numbers as the result of the traditional role of women related with household activities.<sup>6</sup> Currently, in Ethiopia from practical observation point of view, domestic work services in private households are the primary

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<sup>1</sup> Elsa Biadegilegn (2011): *Conditions of worker for adult female live –in paid domestic workers in Addis Ababa:* Ethiopia, Development studies center, p.3.

<sup>2</sup> Helen Schwenken (2011): Lisa-Marie Heimeshoff (ed): *Domestic workers count: Global data on an often invisible sector:* Kassel, Kassel University press, p.5.

<sup>3</sup> Virginia Mantouvalon (2012): *Human rights for precarious workers: the legislative precariousness of domestic labour:* UCL Labour rights institute on line working papers, p.3.

<sup>4</sup> Martha Chen, Chris Bonner and Mahendra Chetty (2013): *Urban Informal Workers: Representative Voice & Economic Rights:* Background paper for the World Development Report, World Bank, p.15.

<sup>5</sup> *Ibid*, p.15.

<sup>6</sup> See Elsa Biadegilegn ... supra note 1, p.10.

work opportunity for female rural migrants in urban area of the country. According to the 2005 ILO data in Ethiopia 248,100 women were registered as being employed in domestic works at the private sector.<sup>7</sup> From this number, the majority parts of the works take place in the shadow economy without legal guarantee, absences of formal skills and low educational background. This phenomenon is predominantly common in the research area as the result of the culture of the community and educational background of the female domestic workers.

As a matter of historical discrimination, domestic workers are unique because of the fact that they are discharging countless tasks within unlimited time of workload.<sup>8</sup> Domestic workers are vulnerable groups as the result of the factors that the relationship is between employers and workers in private sectors.<sup>9</sup> From this fact, it is not difficult to predict how they are vulnerable for different violence in their day to day activities which do not have guarantee to weekly day off and specified working hours, abused and exploitation. Broadly speaking, the problem needs further investigation to fill the legal and employers-workers relationship gaps that facilitate to the existence of exploitation and abuse in domestic area.

Now the basic question is how they can exercise their personal, social, civil and political rights as they are a member of the societies. Universally, in human life, every individual needs healthy and safe working condition to safeguard the highest degree of their personality in correlation with their physical, mental and social well being in all places.<sup>10</sup> It is also the interest of the government to have safe and healthy working condition for all citizens due to the fact it is the inherent right of every citizen to work in favorable working area and it also promote development to realize the goals of the government policies and to reduce work related injuries and deaths. But, the truth goes the opposite of this reality because of the fact that hundreds of thousands peoples in the world working in the condition that aggravate ill-health and unsatisfactory places of work.

Currently, in Ethiopia particularly in the selected area, domestic work is subject to different exploitation and abuse because there is no standards form of work in relation to time, leisure,

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<sup>7</sup> See Helen Schwenken ... supra note 2, p.8.

<sup>8</sup> The decent work for domestic workers: international labour conference, 100<sup>th</sup> session, 2011, international labour office Geneva report IV (2A), p.1.

<sup>9</sup> *Ibid*, p.1.

<sup>10</sup> Takele Tadesse and Mengesha Admassu (2006): *Occupational health and safety*: lecture for environmental and occupational health students, university of Gondar, p.1.

wage, and termination of contract. Beside to this, the worst thing that aggravates violence in household is the workers themselves are female rural migrants who don't have any understanding of the practice of urban domestic activities. Further, they are not aware of their rights to bring the case before the court to receive justice for the unfair deeds of the domestic employers in the area of the study. As the result of the nature of the working condition and vulnerability of the workers, their situation need due attention and legal protection from the government and the whole community to avert the violation related with their jobs.<sup>11</sup> Due to this fact, the researcher wanted to play his own role by researching the phenomenon to display the reality for the concerned bodies as the starting point to bring attention to assure the respect of the right to work for all human beings particularly female domestic workers.

Broadly speaking, this paper gives due focus on female live-in paid domestic workers in relation to their employer from different perspective to fill the gaps in terms of their treatment in the household and the responses from the concerned bodies such as the police, labour and social affair, court and from other related institutions in relation to their vulnerability to different exploitation and abuse. So, the researcher wants to document the life experience of female domestic workers in Ethiopia by taking reference to the case of Debre Markos city which is found in Eastern Gojjam (300 kilometer away from Addis Ababa).

## **1.2. Statement of the Problem**

The real number of domestic workers throughout the world is difficult to know for the reasons of that the sector is known by undeclared, underreported and absence of enough investigation features.<sup>12</sup> Beside to this factor, the workers are vulnerable because of the factors that the levels of education, place of residence, family background and others dynamics are negatively influences their ability to know and practice their rights in their day to day activities.<sup>13</sup> The right to work under equitable and satisfactory conditions that is safe and healthy working conditions is quite difficult to ensure for domestic workers.<sup>14</sup> Exploitation and abuse against female domestic

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<sup>11</sup> Jose Maria-Machado (2003): *Domestic work, Conditions of work and employment a legal perspective*: International labour office, Geneva, p.69.

<sup>12</sup> Animaw Antenh (2011): *Trafficking in persons overseas for labour purposes: the case of Ethiopia domestic workers*, ILO country office Addis Ababa: International labour organization, p.14.

<sup>13</sup> Ibid, p.14.

<sup>14</sup> See Implementation of the African charter on human and peoples' rights: Federal democratic republic of Ethiopia, combined report, p.4.

workers is very common such as long working hours, restriction of movement, and denial of wage, irregular payment, and bad living conditions in terms of food, sleeping room and leisure.

Domestic work is inherently different from other paid jobs because the relationship between workers and employers is not supported by written contract rather most of the time it is facilitated by informal agreement through the agent of illegal broker.<sup>15</sup> Due to this fact, it is highly common that the condition of work continue to go unregulated and workers would remain invisible due to the fact that living and working place is inseparable since it is the home of the individual employers that is considered to be the workplace.<sup>16</sup>

Obviously, by looking the nature of the sector, working condition for domestic workers is not progressing in line with the promotion and protection of the highest degree of physical, mental and social well being of the workers.<sup>17</sup> The major purpose of employment is providing linkage between economic growth and poverty reduction by allowing of every individual specially the poor to generate income to support their future destiny, but not exploiting their labour.<sup>18</sup>

As the result of this, it is not secret to judge how they are experiencing incidences of verbal, physical, emotional and sexual violence across their day-to-day activities. Explicitly from human nature, they possessed human dignity without any difference like others workers who are enjoying their human rights particularly workers rights. So, human dignity is the most appropriate and least controversial in relation to workers rights that the basic valuable element of human rights in line with respecting human beings as they are member of human being.<sup>19</sup> This valuable argument helps to say that labour is not a commodity to sale or buy under the interest of the employer; rather it is based on human dignity that underlies human rights treatment across the work area. But, the truth goes against this principle because of its social and economic invisibility and the attribution of low social status to domestic work which is more exploitive.

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<sup>15</sup> Glenda Labadie-Jackson (2008): *Reflections on Domestic Work and the Feminization of Migration*, Campbell law review Vol. 31:67, p.5

<sup>16</sup> *Ibid*, p.5.

<sup>17</sup> *Ibid*, p.20.

<sup>18</sup> See National employment policy and strategy of Ethiopia, Addis Ababa, 2009

<sup>19</sup> United Nations Universal Declaration of Human Rights: preamble, 1948.

Despite its prevalence, exploitation and abuse against female domestic workers is unrecognized and underreported phenomena in Ethiopia particularly in Debre Markos city. Beside to this fact in the area of the study, it is possible to say that no investigation conducted in line with the condition of domestic workers rights which may help to find solutions to the results of violation on the domestic workers. Moreover, in the area of the study exploitation and abuse against female domestic workers is not consider as a crime or a serious violation of workers' rights because of the cultural perception of the society which consider domestic workers unequal with others workers like public sector workers.

Here, one can easily conceive they are considered by the community as the servants of those employers with the boundary of threat in their day to day activities. This is why; the researcher eagerly devoted to explore and explain the vulnerability, exploitation and abuse against female domestic workers in terms of human rights by exploring the aforementioned problems to create sound and synthesized linkage, and finally to come up with plausible circumstances and suitable working condition by providing recommendations.

### **1.3. Research Questions**

- How the ways of living and working conditions of female domestic workers contributed to their vulnerability, exploitation and abuse?
- What are the exploitation and abuse experienced by female domestic workers in Debre Markos city?
- What are the basic factors that open the door for the vulnerability of domestic workers to different abuse and exploitation?

### **1.4. Objective of the Study**

#### **1.4.1. General Objective**

The overall objective of this study is to describe the vulnerability of female domestic workers to different exploitation and abuse in Debre Markos city.

### **1.4.2. Specific Objectives**

The specific objectives are designed from the central value of the general objective which includes:

- ✓ To evaluate the way of living and working conditions of the female domestic workers in the home of the employers.
- ✓ To assess the types of exploitation and abuse experienced by female domestic workers in their work place at the area of the study.
- ✓ To examine the factors responsible for the existence of exploitation and abuse against female domestic workers.

### **1.5. Significance of the study**

The results of the study serve both as a goal and means for community mobilization around the area of working environment in domestic work. It became a tool to localize the workers' rights particularly with working environment, the nature of working condition, worker rights and their vulnerability to different exploitation and abuse in the area of the study. In addition to this, the finding can serve as starting point for other investigation which related with the vulnerability of domestic workers at their working place. Generally the investigation has the following specific significant which are;

- To improve public understanding of the relationship between employers and workers in domestic work,
- To improve literature on the area of domestic work and working condition, and
- To open the door for the other researchers to conduct investigations in relation to the issue of domestic work and working condition of female domestic workers.

### **1.6. Scope of the Study**

The investigation has its own specific scope in terms of its subject, time and geographical area. The thematic focus of the study covered only vulnerability of female live-in paid domestic workers to different exploitation and abuse. Moreover, the content scope includes the way of living and working condition, the exploitation and abuse commonly experienced by female live-

in paid domestic workers, the basic factors for the existence of exploitation and abuse in their working place.

Consequently, the finding focused only on female live-in paid domestic workers because they are more exposed to exploitation and abuse than live-out female domestic workers. Here the issues of gender and live-out domestic workers are precluded from the finding. The scope of the finding limited in the area vulnerability of female live-in paid domestic workers in line with relationship between domestic workers and employers. Parallel, child labour included only as exploitation, but it did not show the whole reality in relation to child labour in the city.

On the other hand, Debre Markos City was the geographical coverage of the study to come up with a new finding. The time scope of the study was focus on the current reality of the female domestic worker in domestic sphere.

### **1.7. Organization of the Study**

This thesis is logically organized into five chapters. The first chapter is the introduction part of the study which deals with the general description of the study. The second chapter is literature review to examine conceptual frame works and overall contextual linkage between vulnerability to exploitation and abuse with particular reference of female domestic workers. The third chapter focused on methodology of the research.

The fourth chapter comprised the findings and discussion of the study regarding the vulnerability of the workers to exploitation and abuse in Debre Markos city. The last chapter consists of conclusions and plausible recommendations.

## CHAPTER TWO

### LITERATURE REVIEW

This chapter includes the living and working condition of domestic workers, factors for the existence of abuses and exploitations, exploitations and abuses, the overview of international and national legal frame works on domestic Workers.

#### 2.1. The Nature of Living and Working Condition of Domestic Workers

Domestic work is one of the oldest job opportunity which includes the activities of cooking food, cleaning house, washing clothe, care for children, the elderly and the disabled.<sup>20</sup> Usually, domestic works have been traditionally considered to women in the vast majority of societies.<sup>21</sup> Based on the International Labour Organization (ILO) Convention clarification of domestic occupation and domestic workers as means work carry out for a home purpose; and any person occupied in domestic work within the residence of the employers.<sup>22</sup>

On the other hand, domestic worker as a person who is employed for payment whether in cash or kind, in any household through any agency or directly either on a temporary or permanent basis to do domestic activities inside the house.<sup>23</sup> As a result of this, domestic work is a wage-earning occupation in a private house by doing diversified activities to support regular works out of the home.<sup>24</sup>

The classification of domestic works depends on the workers working time and living place.<sup>25</sup> Moreover, the workplace is a private home; the work performed to servicing the household. This implies that, it carried out on behalf of the direct employers who are directly under employer

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<sup>20</sup> Moussa, Philippe and Mar cadent (2012): *Effective protection for domestic workers: A guide to designing labour laws*, International Labour Office, Geneva p.1.

<sup>21</sup> *Ibid*, p.1.

<sup>22</sup> See the ILO Domestic Workers Convention No. 189 adopted on 16th June 2011.

<sup>23</sup> See ILO the Status and Conditions of Employment of Domestic Workers Meeting of Experts, Geneva, 2-6 July 1951, Report 3, Document MDW/, p.8.

<sup>24</sup> Dan Cunniah (2007): *Decent work for domestic workers: Abused, humiliated and exploited: Labour Education* 3-4 No. 148-149, p.19.

<sup>25</sup> Ramirez-Machado & José Maria (2003): *Domestic work, conditions of work and employment: A legal perspective*, International Labour Organization (ILO), Conditions of Work and Employment Series No.7, p.15.

authority. So, the work performed on a regular basis and in a continuous manner for the purpose of return for payment, either in cash or in kind.<sup>26</sup>

Based on types of work performed and the time spent at work in the employer's home, domestic workers can be classified into live-out and live-in workers.<sup>27</sup> Live-out domestic workers are characterized by having independent working and living places. Under this category they have two features: first, those who work in one house for the whole day and go back to their homes in the evening and; secondly, those who work in different houses, moving from one to the other, performing one or more tasks in each household.<sup>28</sup> Due to this fact, they may clean in one house, cut vegetables in another and wash clothes in the third, while some others may only perform a task, such as cooking.

As a result, live-out domestic workers employed full time by one employer or working for several employers. In relative terms they have their own separate home to practice their way of living and to exercise their personal rights. As a result of this, they possess relative freedom to decide their way of living across their lives.<sup>29</sup>

On the other hand, live-in domestic workers are fulfilling their duty by spending their times in the home of their employers.<sup>30</sup> This implies that the workers do not have separate working and living times and places of residence. Here, in relative with live-out workers, they have less privacy and freedom to lead their personal life after the work.<sup>31</sup>

Consequently, when the domestic worker lives-in, then employers have the power to control the workers' autonomy, mobility and communications with the outside world. Live-in domestic workers are on call twenty hours a day; they may not have a private bedroom rather they are often forced to share with the children or elderly person they care for.<sup>32</sup> That is why they became a target population for this investigation.

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<sup>26</sup> *Ibid*, p.16

<sup>27</sup> Philippe Marcadent (2013): *Domestic workers across the world: Global and regional statistics and the extent of legal protection*, International Labour Office, Geneva, p.9.

<sup>28</sup> *Ibid*, p.49.

<sup>29</sup> *Ibid*, p.59.

<sup>30</sup> See International Labour Organization (2011): *Decent Work for Domestic Workers Convention 189 & Recommendation 201 at a glance*, Printed in Switzerland, p.23.

<sup>31</sup> *Ibid*, p.23.

<sup>32</sup> See Philippe Marcadent... supra note 8, p.60.

Apart the classification, in existing society, the work serve as the source of job opportunity for care work at home is vital for the economy outside the household to function their activities.<sup>33</sup> Due to the fact domestic work takes place in the private house, and consequently the working conditions and treatment of domestic workers are hidden from the public view.<sup>34</sup> Obviously, a lot of employers of domestic workers take care of their employees well, but too often, domestic workers vulnerable for exploitation, violence and harassment at their work place.<sup>35</sup>

By and large, domestic work assigned as women's work that performed by women for centuries without payment and human dignity as a servant for a long time over the world.<sup>36</sup> Beside to this, domestic work is not considered as real work bounded by rule and regulation to manage the employers-workers relationships in the home.<sup>37</sup>

Generally, domestic worker is a person who involved in domestic activities in a home which is not workers own and expects in return some kind of payment either in kind or cash. The fact clearly shows that domestic work has keep on an occupation measured to be low social status, requiring no particular skills or training to perform their activities.<sup>38</sup> Accordingly, living and working condition of domestic workers exposed for different forms of exploitation and abuses across their day to day activities.

## **2.2. Factors for the Vulnerability of Domestic Workers**

The source of domestic work goes back to the history of slavery, colonialism and other forms of servitude for the purpose of home activities without any consideration of human dignity.<sup>39</sup> As a result, domestic work for the most part considered as female occupation and most domestic

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<sup>33</sup> Saima Nazir (2008): *Socio-economic conditions of female domestic workers before and after migration in Faisalabad city*: a dissertation submitted in partial fulfillment of requirement for the degree of Master in Rural Sociology, Faisalabad, Pakistan, p.25.

<sup>34</sup> See Moussa, Oumarou and Philippe, Mar cadent... supra note 1,p.1

<sup>35</sup> Workplace Justice Series (2008): *Domestic Workers & Live-in Caregivers Experiencing Workplace Sexual Violence and Harassment*: Toronto, Ontario M4W 3C3, p.2.

<sup>36</sup> Eileen Boris and Premilla Nadasen (2008): *Domestic Workers Organize*: The Journal Of Labour And Society, Immanuel Ness and Wiley Periodicals, Inc, p. 2.

<sup>37</sup> *Ibid*, p. 2.

<sup>38</sup> Asha D'Souza (2010): *Moving towards Decent work for Domestic workers*: An Overview of the ILO's works ILO Bureau for Gender Equality, Printed in France ICA, p.27.

<sup>39</sup> See Martha Chen, Chris Bonner and Mahendra Chetty ... supra note 4, p.1.

workers are from the marginalized sections of society and a large number of them are migrant workers.<sup>40</sup>

Female domestic workers constitute one of the most vulnerable groups of workers in the international labour market as they are frequently found working and living in conditions that put their human rights at risk.<sup>41</sup> They can be subjected to multiple and intersecting discriminations deriving from their gender, their social status and their occupation.<sup>42</sup>

Domestic works commonly seem to be undervalued and poorly regulated, and many domestic workers remain overworked, underpaid and unprotected.<sup>43</sup> Domestic work does not take place in an industrial unit or an office, but in the home. The employees are not male advantage seeker, but overpoweringly women. They do not work alongside other co-workers, but in isolation behind closed doors. Their work is not aimed at producing added value, but providing care to millions of households.<sup>44</sup>

This explains domestic work is undervalued in monetary terms and is often informal and undocumented. It tends to be perceived as something other than regular employment, as not fitting the general framework of existing labour laws despite the fact that its origins go back to the master-servant relationship. As a result, the domestic employment relationship is not specifically addressed in many legislative enactments, thus rendering domestic workers vulnerable to unequal, unfair and often abusive treatment across the world.<sup>45</sup>

Due to their isolation and locking up in private households, domestic workers are highly vulnerable to physical, verbal and sexual abuse and economic exploitation.<sup>46</sup> Domestic work is particularly isolated in nature as it is carried out in the home of the employer, within the household dynamic domestic workers are often seen as equivalent to slaves or servants, rather

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<sup>40</sup> *Ibid*, p.4.

<sup>41</sup> Veronica Pavlou (2011): *The Case of Female Migrant Domestic Workers in Europe: Human Rights Violations and Forward Looking Strategies* Yearbook of humanitarian action and human rights, p.1.

<sup>42</sup> *Ibid*, p.1.

<sup>43</sup> Kamala Sankaran, ShaliniSinha and Roopa Madhav: *Domestic Workers - Background Document WIEGO Law Pilot Project on the Informal Economy*, p.1.

<sup>44</sup> *Ibid*, p.2.

<sup>45</sup> see Implementation of the African charter ...supra note 14, p.1.

<sup>46</sup> JI. M.H. ThamrinKav, *ILO Migrant and Domestic Workers'*: Project the Government of Norway, p.2.

than as employees.<sup>47</sup> The master-servant relationship model lends acceptance to the physical abuse and long hours suffered by domestic workers and performing heterogeneous domestic activities.<sup>48</sup>

Besides the master servant relationship, it is often invisible work carried out in private homes which are not usually seen as workplaces, for the benefit of private citizens who are not used to being regarded as employers.<sup>49</sup> Those domestic workers come from the least privileged social groups especially from the remote rural areas.<sup>50</sup> Their invisibility derives primarily from the characteristics of the workplace itself the private household. The isolating conditions and invisibility of domestic work have left little recourse for challenging workers invisible to legal protections, and hence exposed them for different exploitation and abuse.<sup>51</sup>

Domestic workers are informal workers who generally are unprotected by national labour laws, which results in their vulnerability to unfair and often abusive treatment.<sup>52</sup> The nature of domestic work, which takes place in a private household behind closed doors, where workers are isolated, with little access to support networks, inherently increases the potential for labour exploitation and abuse.<sup>53</sup> Because of the main essential characteristics of their vulnerability remain the same which are low status, unbalanced relationships with their employer, isolation and gender.<sup>54</sup>

Moreover, their lives and work are regulated by strong non-state norms regarding work in the employer's household, which vary significantly from one cultural context to the others, but which result in domestic workers being among the most marginalized workers and for whom decent work is often a far-away.<sup>55</sup> Commonly, in developing states, workers do not know about

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<sup>47</sup> Philippa Smales (2010): *The Right to Unite: A Handbook on Domestic Worker Rights across Asia*, Asia Pacific Forum on Women, Law and Development (APWLD), p.13.

<sup>48</sup> *Ibid*, p.13.

<sup>49</sup> José Maria Ramirez-Machado (2003): *Domestic work, conditions of work and employment: A legal perspective*, Printed by the International Labour Office: Geneva, Switzerland, p.5.

<sup>50</sup> See Virginia Mantouvalon ...supra note 3, p.10.

<sup>51</sup> David Bollier (2005): *Unpaid Work as a Form of Social Wealth on the Commons*, accessed from [onthecommons.org/unpaid-work-form-social-wealth](http://onthecommons.org/unpaid-work-form-social-wealth) on December 2012/13.

<sup>52</sup> Dharam GHAI (2003): *Decent work: Concept and indicators International Labour Review*, Vol. 142, No. 2, p.1.

<sup>53</sup> *Ibid*, p.21.

<sup>54</sup> *Ibid*, p.12.

<sup>55</sup> See Martha Chen, Chris Bonner and Mahendra Chetty ...supra note 5, pp.10-11.

their rights and suffer in silence when their rights are exploited and violated.<sup>56</sup> As evidence, they work very long hours without any specified working conditions. Besides, they do not have ways to ventilate their grievances that lacks of awareness their rights to ensure their benefits and privileges.<sup>57</sup>

Generally, female domestic workers became vulnerable for different types of exploitation and abuse. Usually, the vulnerable for exploitation resulted by the following major factors:

The first characteristic of domestic employment relationship is the sector itself is invisible.<sup>58</sup> This implies that the sector is out of sight from the outside world, often undeclared and not governed by a mutually agreed written contract.<sup>59</sup> Besides, it remains outside the scope of labour inspection and other forms of dispute resolution. It is a barrier to providing adequate legal protection for domestic workers and aggravates the vulnerability for exploitation and abuse.<sup>60</sup> As a result, domestic workers are commonly subject to exploitation and abuses at their working place, and became unable to claim their rights.

The second factor is unequal balance of power between employer and worker.<sup>61</sup> Where as in most worksites there is one employer for several workers, in this occupation there is one worker for several employers, with conflicting demands on the time and attention of the worker. The low status attributed to the job and the servility inherent in it further weakens the bargaining position of the worker. To add on this, the inferior status of women as compared to men, the differences in social class and education and sometimes the racial or ethnic factor further inclines the balance of power towards the employer.<sup>62</sup>

Thirdly, the physical proximity of domestic workers to household members causes the existence of abuse and harassment against workers. This risk is further enhanced for live-in domestic workers, who are present in the household all the time, and for migrant domestic workers, whose

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<sup>56</sup> Dr. Naim Ahmed (2009): *Safeguarding the rights of domestic workers: Existing laws and ways to move forward Advocate*, Supreme Court of Bangladesh, p.1.

<sup>57</sup> *Ibid*, p.1

<sup>58</sup> Sedef arat-koc (1989): *In the privacy of our own home: foreign domestic workers as solution to the crisis in the domestic sphere in Canada*, Studies in Political Economy, p.37.

<sup>59</sup> *Ibid*, p.37.

<sup>60</sup> See the decent work for domestic workers ... supra note 8, p.18.

<sup>61</sup> See Philippa Smales... supra note 27, p.13.

<sup>62</sup> *Ibid*, p.18.

legal status of residence is often inevitable from the employment relationship and who are therefore highly dependent on their employers.<sup>63</sup>

Fourthly, the attitudes of the occupation rooted on the belief of many employers do not consider themselves as employers and do not see their homes as a workplace.<sup>64</sup> These beliefs reinforce they are doing a good turn to a poor, uneducated woman by taking them into their house and that the services they receive in return do not necessarily merit remuneration. Looking backwards through history one finds that domestic work has been viewed as a stage in life, a support rather than an occupational choice.<sup>65</sup> Moreover, lack of a precise job description and expectation on the part of the employers of availability at all times to obey orders is another factor of domestic employment that exposes them for exploitation and abuse at their working place.<sup>66</sup>

### **2.3. Exploitation and Abuse against Female Domestic Workers**

Exploitation and abuse in the work place are any act of violence and control over another person.<sup>67</sup> This shows the behavior is meant to upset, threaten, intimidate and gain control over the workers. Abuse involves the intent to injure or damage body and property by either using or threatening physical, sexual, emotional, financial and psychological damage.<sup>68</sup> Hence, abuse against domestic workers is forceful behavior that is used by members of employers to gain power and control over which may include physical, sexual, verbal abuse and economic exploitation.<sup>69</sup>

Everywhere in the world, domestic workers earn low wages, work volatile hours, receive few benefits, have no career prospects, and mainly unorganized sector.<sup>70</sup> Their work is not perceived

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<sup>63</sup> See Elsa Biadegilegn ...supra note 6, p.3.

<sup>64</sup> Kuznesof, E. (1989): *A history of Domestic Service in Spanish America, 1492-1980*, in Chaney, E.M. and Garcia Castro, M. (ed.) *Muchachas No More*, Temple University Press, Philadelphia, p. 19.

<sup>65</sup> *Ibid*, p. 19.

<sup>66</sup> See Philippe Marcadent ...supra note 34, p.19.

<sup>67</sup> Susan Ramsay (2005): *Ending Violence against Women and Girls: Protecting Human Rights*, Planning and Development Department Governance and Democracy: Technische Zusammenarbeit (GTZ) GmbH press, p.22.

<sup>68</sup> See supra note 7, p.7.

<sup>69</sup> Mehr Khan (2000): *Domestic Violence against Women and Girls*: United Nation Children's Fund, Italy, Florence Innocenti Digest Research Center Publication No. 6, P.4.

<sup>70</sup> Dr. Dzodzi Tsikata (2009): *Domestic work and domestic workers in Ghana: an overview of the legal regime and practice*: Printed by the International Labour Office, Geneva, Switzerland, p.1.

as real work as it takes place in the household and for a household not a conventional worksite and reflect unpaid work traditionally performed by women.<sup>71</sup>

In the first place, this may be due to the characteristics of the sector itself that is a very flexible type of work in terms of schedules, salaries and employment conditions which has traditionally been considered as assistance, rather than a profession.<sup>72</sup> In addition, it is usually carried out in the employer's house, which may also be the employee's residence.<sup>73</sup> Due to these factors, there must be a relationship of trust between the employer and the employee; if this does not exist there, exploitation and abusive situations can proceed.

Domestic workers are especially vulnerable to forced labour because of the unprotected nature of their work and highly personalized relationship between the workers and employers.<sup>74</sup> Domestic workers are also predominately females, are especially vulnerable to violence as they work and often live in private homes and hence are isolated from their own families and support systems.<sup>75</sup> Consequently, violence against female domestic workers is one of the most systematic and prevalent human rights abuses in the world.<sup>76</sup>

Exploitation and abuses against female domestic workers is a global phenomenon, occurring in every continent, country and culture.<sup>77</sup> It harms families, diminishes community's progress and reinforces other forms of inequality and violence throughout societies.<sup>78</sup> Studies by the ILO indicated that it is common among domestic labourers worldwide to work over fifteen hours per day, and for families to have expectations that these workers on call at any time throughout the day and night.<sup>79</sup>

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<sup>71</sup> *Ibid*, p.1.

<sup>72</sup> Jan Jařab (2010): *Rights of migrant domestic workers in Europe*: OHCHR regional Office for Europe, p.10.

<sup>73</sup> *Ibid*, p.10.

<sup>74</sup> See *ILO a global alliance against forced labour*: Global Report under the Follow-up to the ILO Declaration on Fundamental Principles and Rights at Work, ILO, Geneva, 2005, p.50.

<sup>75</sup> See Decent work for domestic workers, Report No. IV (1), prepared for the 99th Session of the International Labour Conference, Geneva, 2010, p. 1.

<sup>76</sup> D'Souza, A.( 2010): *Moving towards Decent Work for Domestic Workers: An Overview of the ILO's Work*, ILO Bureau for Gender Equality working paper 2, Geneva, p.5.

<sup>77</sup> *Ibid*, p.5.

<sup>78</sup> See the report of indicators to measure violence against women: United Nation economic commission for Europe, Geneva, Switzerland, 2007, p.5.

<sup>79</sup> Alice Huling (2012): *Domestic Workers In Malaysia: Hidden Victims Of Abuse And Forced Labour*: New York University School Of Law, p. 644.

As a result, in many countries there is no set maximum number of hours that a domestic workers can be required to work, and even when limits are established they often substantially exceed the limits for other occupations.<sup>80</sup> Additionally, domestic workers generally work every day of the week without any time gaps.<sup>81</sup> The United Nation (UN) special rapporteur on violence against women has stated that in certain circumstances, violence against women by private actors, including violence that is perpetrated against women and girls in the domestic sphere.<sup>82</sup> Domestic workers make important contributions to the functioning of households and labour markets. However, they are often excluded from social and labour protection and face serious decent work shortfall.<sup>83</sup>

This can be extremely upsetting for these domestic workers and can even have a psychological impact on them as they fear fire or some other emergency happening while they are trapped inside their employer's home with no means of escape.<sup>84</sup> To some extent this is inevitable due to the nature of these women's work within a private home, and it is certainly intensify by their excessive workloads.<sup>85</sup> Living and working in their employer's home has a major impact on workers' personal autonomy and mobility, and can influence decisions as to their future, including the decision to found a family of their own.<sup>86</sup>

Because of poor working performance, social and economic impacts on the workers also are among the consequences of violence against domestic workers. Threats of violence and actual danger of sexual assault by strangers may limit the freedom of movement of migrant women and can generate self-imposed restrictions, resulting in a possible withdrawal from the host community.<sup>87</sup>

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<sup>80</sup> *Ibid* p.644.

<sup>81</sup> *Ibid*, p.644.

<sup>82</sup> See Radhika Coomaraswamy (2006): *UN Special Rapporteur on violence against women*, Report to the Commission on Human Rights, UN Doc. E/CN.4/1996/53, 6 February 1996, paragraphs. 42.

<sup>83</sup> See Decent work for domestic workers, Report, supra note 42, p.5.

<sup>84</sup> See JI. M.H. Thamrin Kav supra note 44, p.647.

<sup>85</sup> Dr. Dzodzi Tsikata (2009): *Domestic work and domestic workers in Ghana: an overview of the legal regime and practice*: Printed by the International Labour Office, Geneva, Switzerland, p.1.

<sup>86</sup> See National Sexual Violence Resource Center: the Connection between the Workplace and Violence Introduction to Workplace Violence accessed on [www.workplacesrespond.org](http://www.workplacesrespond.org).

<sup>87</sup> *Ibid*, p.29.

Moreover, exploitation and abuse against domestic workers leads to influential physical and psychological cost, some with fatal results. While physical injury represents only a part of the negative health impacts on women, it is among the more visible forms of violence. Assaults result in injuries ranging from damage and fracture to chronic disabilities such as partial or total loss of hearing or vision, and burns may lead to defect.<sup>88</sup>

Generally, female domestic workers are vulnerable for physical, sexual, verbal and economical exploitation. Consequently, the prevalence of exploitation and abuse which results to physical, sexual and psychological harm or suffering to women, including threats of such acts, arbitrary deprivation of liberty, occurring in public or private life.<sup>89</sup>

#### **2.4. The Overview of International legal frame works on Domestic Workers**

It is well-known in the international law violence against female domestic workers is a form of discrimination against women and a violation of human rights.<sup>90</sup> States' obligations to respect, protect, fulfill and promote human rights include the responsibility to act with due diligence to prevent, investigate and punish all forms of violence against female domestic workers and provide effective remedies to victims.<sup>91</sup>

As a result, states have concrete and clear obligations to address violence against domestic workers whether committed by state agents or by non-state actors. States are accountable to women themselves to all their citizens and to the international community.<sup>92</sup> So, states have a duty to prevent acts of exploitation and abuse against women; to investigate such acts when they occur and prosecute and punish perpetrators; and to provide remedy and assistance to the victims.<sup>93</sup>

It is not hidden to know that like others regular workers, domestic workers want to realize their rights including; decent work, health and safety working condition, fair wages, fair working

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<sup>88</sup> *Ibid*, p.28.

<sup>89</sup> Charlotte Watts, Cathy Zimmerman (2002): *Violence against women: global scope and magnitude*, the Lancet Vol. 359, pp. 27.

<sup>90</sup> See Silvia Gonzalez Del Pino: *Rights Of Migrant Domestic Workers In Europe*, Institute For Migration Studies, Universidad Pontificia De Comillas, Madrid, P.5.

<sup>91</sup> *Ibid*, p.6.

<sup>92</sup> Study of the Secretary-General (2006): *Ending Violence against Women from Words to Action*: United Nations Publication, p.6.

<sup>93</sup> *Ibid*, p.6.

hours, fair conditions and freedom from abuse across their day to day activities.<sup>94</sup> On the international level, the proposal to establish a new ILO instrument a convention accompanied by a recommendation appears to be essential for providing general guarantees for domestic workers.<sup>95</sup> The new instruments, also referred to as the Domestic Workers Convention (No. 189)<sup>96</sup> and Recommendation (No. 201)<sup>97</sup> 2011, are a strong recognition of the economic and social value of domestic work and call for action to address the existing exclusions of domestic workers from labour and social protection. Given that most domestic workers are women, the new standards are an important step to advance gender equality in the world of work and ensure women's equal rights and protection under the law.<sup>98</sup>

These includes information on terms and conditions of employment, working-time provisions including rest and freedom of movement during rest, choice to reside in the home of the employer, provisions against child labour, prohibiting employers from keeping domestic workers' documents, and protection against abuse and harassment.<sup>99</sup> Under international law, all workers are entitled to core labour rights, including the right to wages which provide them with an adequate standard of living, reasonable limitation of working hours, the right to rest, the right to holiday and the right to join a trade union.<sup>100</sup>

The Convention affirms that domestic workers are like other workers entitled to the respect and protection of their fundamental principles and rights at work relating to a freedom of association and the effective recognition of the right to collective bargaining.<sup>101</sup> In addition, it comprised the elimination of all forms of forced labour; the effective abolition of child labour; and the

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<sup>94</sup> See supra note 29, p.7.

<sup>95</sup> See Silvia Gonzalez Del Pino... supra note 92, P.5.

<sup>96</sup> See Convention No. 189 Decent Work for Domestic Workers, p.1 *a treaty adopted by the International Labour Conference which is made up of government, worker and employer delegates from the 183 member States of the ILO. Convention No. 189 offers specific protection to domestic workers. It lays down basic rights and principles, and requires States to take a series of measures with a view to making decent work a reality for domestic workers*

<sup>97</sup> See Recommendation No. 201 Decent Work for Domestic Workers, p.1 *Domestic Workers Recommendation No. 201, also adopted by the International Labour Conference of 2011, supplements Convention No. 189. Unlike the Convention, Recommendation No. 201 is not open for ratification. The Recommendation provides practical guidance concerning possible legal and other measures to implement the rights and principles stated in the Convention.*

<sup>98</sup> See supra note 8, p.1.

<sup>99</sup> *Ibid*, p.17.

<sup>100</sup> See the International Covenant on Economic, Social and Cultural Rights (ICESCR), art 7 and 8.

<sup>101</sup> *Ibid* Art. 3/2.

elimination of discrimination in respect of employment and occupation.<sup>102</sup> Requiring ratifying members to respect promote and realize these principles and rights, the Convention repeat the obligations of ILO member states in the context of the ILO Declaration on Fundamental Principles and Rights at Work.<sup>103</sup>

Likewise, the international human rights instruments support the principles of fundamental rights and freedoms of every human being. As evidence, the Convention on Elimination of All Forms of Discrimination against Women (CEDAW) is guided by a broad concept of human rights that stretches beyond civil and political rights to the core issues of economic survival, health, and education that affect the quality of daily life for most women domestic workers.<sup>104</sup>

The strength of these treaties rests on an international consensus, and the assumption that all practices that harm women, no matter how deeply they are embedded in culture, must be eradicated. Legally binding under international law for governments that have ratified them, these treaties oblige governments not only to protect women from crimes of violence, but also to investigate violations when they occur and to bring the perpetrators to justice.<sup>105</sup>

Given that a large majority of domestic workers are women, labour law reform to address decent work deficits in this sector needs pay particular attention to the issues and conditions faced by female domestic workers. Among the areas that require particular attention are protection from abuse, harassment, violence, discrimination, maternity protection and measures to facilitate the balancing of work and family responsibilities. It is crucial step to make better use of the existing international and regional frameworks of the work done by the international instruments which can provide guidance for the development of national legislation and policies.<sup>106</sup>

Accordingly, states should pursue by all appropriate means and without delay a policy of eliminating exploitation and abuses against female domestic workers, and to end state should exercise due diligence to prevent, investigate and whether those acts are perpetrated by the state

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<sup>102</sup> *Ibid.*

<sup>103</sup> See supra note 13, p.12.

<sup>104</sup> Savitri G.and Rangita D. (2005): *Women's And Children's Rights in a Human Rights Based Approach to Development*: United Nations Children's Fund (UNICEF), New York, p.6.

<sup>105</sup> United Nations Ending violence against women from words to action study of the Secretary-General United Nations, 2006, p.12.

<sup>106</sup> See reports of Amnesty International (2007): *Exploitation and abuse: the plight of women domestic workers, Indonesia*, p.3.

or private actors. The due diligence standard has been crucial in developing state responsibility for violence perpetrated by private actors in the public and private arenas.<sup>107</sup> It imposes upon the state the responsibility for illegal acts that are not directly committed by the state or its agents, but by private actors on account of state failure to take sufficient steps to prevent the illegal acts from occurring. While the fulfillment of due diligence requires treating law as part of a broader effort that encompasses public policies, public education, services and violence prevention throughout the world.<sup>108</sup>

As a comparative example South Africa, the official statistics noted for 2007 943,000 women in paid employment as domestic workers, nearly 16% of total female employment in that country; moreover, 323,000 men worked as domestics, just over 4% of the male workforce. In 2000, 1,036,000 female domestic workers were counted, 18.5% of the female workforce, implying a decrease of 90,000 or nearly 9% in the years in between. By contrast, in 2000 234,000 male domestics were counted, suggesting an increase of 90,000 in between 2000 and 2007. It should be noted that the total figures for 2000 and 2007 likely hide between 200,000 and 300,000 persons mainly living on subsistence agriculture. Using slightly different criteria than in 2000 and 2007, in April – June 2009 Statistics South Africa counted 931,000 female domestic workers, or 15.5% of the female workforce. Though between 2007 and 2009 the number of females in informal labour fell substantially in South Africa, this obviously was not the case for female domestic workers – in contrast with the decreasing number of male domestics<sup>109</sup>

The vast majority of domestic workers are poorly-paid African or coloured women, singled out for this role, as it were, by the coincidence of their class, race and gender. In this sense domestic employment remains an institution with roots deeply embedded in colonial society, regardless of the identity of the employer. Seeking to abolish its oppressive characteristics means addressing

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<sup>107</sup> Lara Fergus (2012): *Prevention of violence against women and girls*: UN women in corporation with ESCAP, UNDP, UNFPA, Bangkok, Thailand, p.9.

<sup>108</sup> CEDAW General Recommendation 19, stipulates that States may also be responsible for private acts if they fail to act with due diligence to prevent violations of rights or to investigate and punish acts of violence, and for providing compensation.

<sup>109</sup> Kea Tijdens and Maarten van Klaveren (2011), *Domestic workers Wage Indicator Data Report on their wages and work*: Netherlands, University of Amsterdam

not only patterns of behaviour that has become established over centuries but also the perceptions that have been generated and have become equally deeply-rooted.<sup>110</sup>

Apart from its size, the domestic sector in South Africa is characterized by a number of socially significant features. First, most workers are women; the sector is thus an important source of female employment worldwide. Secondly, domestic workers are largely unorganized. Thirdly, domestic employment is to a large extent “informal”. Although this term is elastic and difficult to define, it is used here to denote work that is done outside the framework of legal regulation, either because it is technically exempt from regulation because employers do not comply with the applicable legislation. To the extent that conditions in the domestic sector mirror those that are found elsewhere in the informal economy, it may also be seen as a case study of the scope for extending legal regulation to other parts of the informal economy. Finally and most importantly for present purposes, conditions of employment in the domestic sector are generally poor and often very poor, in the worst cases amounting to servitude rather than employment.<sup>111</sup>

The South African government certainly took the issue seriously. The process culminating in the proclamation of SD7 was launched in 1999. It involved 64 public hearings, 114 written representations, two surveys covering more than 300 employers and 4 000 domestic workers, a study of the international context and an economic analysis.<sup>43</sup> Despite the wide range of problems identified, however, SD7 was confined to minimum conditions of employment – in other words, the area covered by the BCEA. In some respects it did broaden the protection laid down by the Act with a view to addressing the specific circumstances of the domestic employment sector.

In this sense the sector represents a touchstone of societal attitudes in South Africa. Re-conceptualizing domestic employment may be seen as part of a process of ideological transformation that is critical to South Africa’s evolution into a whole society. At the same time the conditions experienced by domestic workers and their dependants, to the extent that they promote or retard a broader process of economic emancipation, have a direct impact on South Africa struggle for social transformation.<sup>112</sup>

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<sup>110</sup> Darcy Du Toit (2010): *Extending the frontiers of employment regulation: The case of domestic employment in South Africa* Professor of Law, University of the Western Cape

<sup>111</sup> *Ibid*

<sup>112</sup> *Ibid*

## 2.5. The Overview of National Frame Works on Domestic Workers in Ethiopia

Domestic services fit into a place of millions of workers throughout the world that the majority of who are women and girls.<sup>113</sup> Regardless of their number, these groups of workers are usually invisible behind doors at the home of their employer's.<sup>114</sup> Domestic workers who work in the home of their private employers in Ethiopia are one of the categories excluded from the principal source of labour law in the country.<sup>115</sup> Nevertheless, for the past few years the government of the Federal Democratic Republic of Ethiopia (FDRE) has been in the process of developing a regulation that is applicable to govern conditions of work that arise from contracts for personal services.<sup>116</sup>

In Ethiopia like that of the world, most of domestic workers are unaware of their rights despite the fact that many rights enshrined in international and national human rights instruments applicable to everyone by the virtue of being human. Information dissemination helps fill this gap by providing irregular domestic workers with the basis to make informed decisions to claim their rights.

Domestic workers in Ethiopia is not protected by legislation safeguarding workers' rights, leaving them vulnerable to economic exploitation and the denial of their rights to fair conditions of work, health and education.<sup>117</sup> In Ethiopia, there are different legal instrument to respect the rights of domestic workers. However, the challenge is the legal instruments are not explicitly recognizing the domestic workers' rights in separate way. Now, by looking the principle of humanity, in Ethiopia, all legal instruments forbidden any exploitation and abuse against any human beings.

The first legal document that prohibits exploitation and abuse is the federal constitution of Ethiopia. It recognizes that workers have the right to reasonable limitation of working hours, rest, leisure, periodic leaves with payment, remuneration for public holidays as well as healthy

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<sup>113</sup> Elsa Biadegilegn (2009): *Labour Rights and Conditions of Work for Domestic Workers*: focus on the experiences of adult female live-in paid domestic workers in Addis Ababa, p.1.

<sup>114</sup> *Ibid*, p.11.

<sup>115</sup> Federal Negarit Gazeta of the Federal Democratic Republic Of Ethiopia, Proclamation No. 377/2003 10<sup>th</sup> Year No. 12 Addis Ababa 26 February 2004

<sup>116</sup> *Ibid*

<sup>117</sup> Mehr Khan (2000): *Domestic Violence against Women and Girls*: United Nation Children's Fund, Florence Italy Innocenti Digest research center publication, No. 6, p.5.

and safe work environment.<sup>118</sup> The right of everyone to the enjoyment of just and favorable conditions of work which ensure, in particular, safe and healthy working conditions fair payment. The Ethiopia constitution guarantees to everyone who works the right to just and favorable remuneration ensuring for workers an existence worthy of human dignity. So, the constitution declared “Everyone has the right to protection against cruel, inhuman or degrading treatment or punishment”.<sup>119</sup> This shows all persons should live without exploitation, discrimination, enjoy equality of opportunity and treatment in respect of remuneration for work of equal value. Recognizing working rights for all workers is very important for the right to live somewhere in security, peace and dignity.<sup>120</sup>

Besides, the constitution embodies several civil and political rights most of which are adopted from the provisions of the Universal Declaration of Human Rights (UDHR), International covenant on civil and political rights and International covenant on economic social and cultural rights. These include the right to security of the person, to liberty which prohibits arbitrary arrest and deprivation of liberty, protection against cruel, inhuman, degrading treatment and forced labour.<sup>121</sup>

Moreover, the Constitution further guarantees the right to equality and equal protection of the law<sup>122</sup>; the rights to privacy which may only be limited exist in accordance with law<sup>123</sup>, freedom of movement including the right to reside anywhere within the national<sup>124</sup>. Therefore by the principle of humanity and by taking the statement of “every one”, domestic workers have the right to favorable living and working condition which is free from the existence of violence at work place.

Secondly, the Criminal law commonly address certain forms of abuse and exploitation to which domestic workers may be exposed, including by establishing penalties for offences such forced

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<sup>118</sup> See article 42/2 of the FDRE constitution.

<sup>119</sup> See art.18/1 of the FDRE constitution.

<sup>120</sup> Committee on Economic, Social and Cultural Rights, General Comment No 4, The right to adequate housing (Sixth session, 1991) UN Doc. E/1992/23 (Art.11 (1)) (1991), paragraph 7.

<sup>121</sup> FDRE Constitution art.16, 17, 18 (et al).

<sup>122</sup> FDRE Constitution art, 25.

<sup>123</sup> *Ibid* art, 26.

<sup>124</sup> *Ibid* art, 32.

labour, bodily injury and sexual crimes.<sup>125</sup> However, abuse and harassment faced by domestic workers may not always amount to criminal behavior, but may nevertheless breach on the worker's dignity and create a hostile and intimidating working environment for instance, verbal abuse and intimidation and can often lead domestic workers to accept violations of their labour.<sup>126</sup>

Legislation, in particular labour laws, can also address these forms of abuse and harassment. In the light of the particular vulnerability of domestic workers to labour exploitation and violations of their rights at work, the question of access to legal redress and protection is crucial.<sup>127</sup> The criminal law of Ethiopia support that using threats, coercion or violence is strictly forbidden against human and it is punishable crime.<sup>128</sup>

Parallel to the national legal system, Ethiopia obliges to respect international human rights instruments which are ratified. As evidence, the Universal Declaration of Human Rights provides that everyone has the right to rest and leisure, including reasonable limitation of working and periodic holidays with payment, as well as the right to just and favorable remuneration to ensure an existence worthy of human dignity. This implies that everyone has the right to work, to free choice of employment, to just and favorable conditions of work and to protection of mistreatment of workers.

Parallel, States parties to the International Covenant on Civil and Political Rights (ICCPR) is obliged to guarantee the right of everyone to the enjoyment of just and favorable conditions of work which ensure, in particular, safe and healthy working conditions, right to life and the right to liberty, security of persons and prohibition of discrimination.<sup>129</sup>

The provision of the International Covenant on Economic, Social and Cultural Rights (ICESCR) recognize the right of everyone to the enjoyment of just and favorable conditions of work that ensure equal and satisfactory working conditions, the right to form trade unions and join them, and the right to enjoy social security, including social insurance and maternity leave. Besides, it

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<sup>125</sup> See the Criminal Code of the Federal Democratic Republic of Ethiopia, Proclamation No.414/2005, art.66.

<sup>126</sup> See supra note, 49, p. 40.

<sup>127</sup> See UN Committee on the Elimination of Discrimination against Women (2008): General Recommendation No. 26 on women migrant workers, CEDAW/C/2009/WP.1/R, paragraph 6.

<sup>128</sup> See Criminal Code of Ethiopia, Proclamation No.414/2005, art.66.

<sup>129</sup> See ICCPR, (art.6, 7,9,16 and 26).

includes right to fair wages and decent living, right to safe and healthy working conditions, periodic holidays with payment and remuneration for public holidays, right to social security, and equal remuneration for work of equal value.<sup>130</sup>

Moreover, the Convention on Elimination of All Forms of Discrimination against Women (CEDAW) establishes the obligation of all the state parties to work for the elimination of discrimination against women at the work place.<sup>131</sup> This convention urges governments to develop a national policy of eliminating discrimination against women, to take steps against the exploitation of women and to provide equal rights to women in respect of work.<sup>132</sup> This implies that Convention on the Elimination of All Forms of Discrimination against Women has stressed that the right to equality before the law and the right to benefit from the due processes of the law applies to all women domestic workers.

Apart from the above human rights instruments, due diligence standard has enabled the extension of the Ethiopia government responsibility to prevent, protect and punish actions beyond those of state agents, thereby covering actions of private actors in the private sphere. This approach has severely limited the state's capacity to meet challenges posed by the influence exerted on women's lives by non-state actors operating. In light of the serious challenges to women's rights posed by these two levels of non-state actors, the mandate has recommended widening the application of due diligence to include their actions within the domain of the responsibility to prevent, protect and punish the perpetrators.<sup>133</sup>

Generally, by looking the international and national human rights instruments, Ethiopia obliged to give room for female domestic workers by framing legally bound provisions. These form part of domestic law may include state obligations in relation to ensuring decent conditions of work, just and favorable conditions of work provides all workers with fair wages and equal payment for work of equal value without any discrimination, exploitation and abuse including domestic workers because they are human being.

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<sup>130</sup> See International Covenant on Economic, Social and Cultural Rights (art 7-10).

<sup>131</sup> See CEDAW art, 11.

<sup>132</sup> *Ibid* art 2, 6 and 11.

<sup>133</sup> Audrey Thompson (1994-2009). *The United Nations Special rapporteur on Violence against Women, Its causes and Consequences critical review*, p.28

## CHAPTER THREE

### RESEARCH METHODOLOGY

#### 3.1. Description about Area of the Study

Debre Markos is a city which is found in the East central part of Ethiopia. Particularly, it is located in Eastern Gojjam as a zonal city of Amhara region. It faraway 300 km from Addis Ababa in the North East and has a latitude of 10<sup>0</sup>20'N 37<sup>0</sup> 43'S and longitude of 10<sup>0</sup>20'W 37<sup>0</sup> 43'E and elevation of 2,446 meters above sea level.<sup>134</sup> In addition, the demographic figures of the city based on 2007 national census, the city has a total population of 62,497 of whom, 29,921 are men and 32,571 are women.<sup>135</sup> The source of income is from trade, agriculture and professionals works. The weather condition of the city attribute by moderate climate situation.<sup>136</sup>

#### 3.2. Methods of the Study

As it has been stated, the main objective of the study is examining the vulnerability, exploitation and abuse against female domestic workers in Debre Markos city. Consequently, the researcher employed qualitative study and uses both primary and secondary sources of information to achieve the objective of the study. The rationality behind using qualitative method is because of the fact that the heart of the study focused to describe the phenomena of vulnerability, exploitation and abuse from the perspective of female domestic workers.

*Qualitative research is concerned with developing explanations of social phenomena. It is effective in obtaining culturally specific information about the values, opinions, behaviors, and social contexts of particular population. That is to say, it aims to help us to understand the world in which we live and why things are the way they are. It is concerned with the social aspects of our world and seeks to answer questions about: Why people behave the way they do, how opinions and attitudes are formed, how people are affected by the events that go*

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<sup>134</sup> Source of information from Debre Markos city communication office, 2013.

<sup>135</sup> Central statistical agency, 2013.

<sup>136</sup> Debre Markos city communication office, 2013.

*on around them, how and why cultures have developed in the way they have and the differences between social groups.*<sup>137</sup>

As the result of this fact, via qualitative instrument the researcher disposed to contextualize the phenomenon of vulnerability, exploitation and abuse against female domestic workers in domestic sector. In addition to the views of the domestic workers, the researcher tried to know the reaction of concerned bodies in Debre Markos city in regard to the relationship between the workers and employers through qualitative instruments.

### **3.3. Sources of the Data**

The types of data in the finding incorporated both primary and secondary source of information from different perspectives. Basically, primary data collected from the targeted source helps to describe the contexts of the phenomenon. Because of this fact the researcher tried to collect primary data via in-depth interviews and FGD from the domestic workers and domestic employers.

Parallel, the researcher gathered primary data through key informant interview from different concerned bodies. These were senior official of Debre Markos city court, police officer, Women, Children and Youth affair, Social and Labour Affair, *Biruh Tesfa* organization and private employment agency in line with the vulnerability, exploitation and abuse and its factors.

In addition to primary data, the researcher employed secondary information to support and contextualize the primary data across the study. These were literatures, cases, decisions and reports from different concerned bodies.

### **3.4. Tools and Data Collection Mechanisms**

To collect the primary and secondary data, the researcher used different data collection tools and mechanisms in the area of the study. Because of the nature of the issue and to ensure the reliability of the finding, the researcher utilized different but interrelated tools to collect data

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<sup>137</sup> Beverley Hancock (2002): *an Introduction to Qualitative Research Division of General Practice*, University of Nottingham: Trent Focus, p.2.

from various perspectives. In the study, the researcher employed Amharic language to gather data in order to create good communication. Since Amharic language is their mother tongue.

Due to the sensitivity of the issue and to create trust, the place of interview with domestic workers arranged out of the formal working hours at the place of their informal training schools given by *Biruh Tesfa* in collaboration with women children and youth affairs of the city. Hence, in-depth interview, key informants interview, focus group discussion and document analysis were the tools to collect data.

### **3.4.1. In-depth Interview**

In this finding, the primary research tool was in-depth interview which was semi-structured type. The rationality to prefer in-depth interview with semi-structured type is:

*Focused interviews or semi structured interviews involve a series of open ended questions based on the topic areas the researcher wants to cover. The open ended nature of the question defines the topic under investigation but provides opportunities for both interviewer and interviewee to discuss some topics in more detail. If the interviewee has difficulty answering a question or provides only a brief response, the interviewer can use cues or prompts to encourage the interviewee to consider the question further. In a semi structured interview the interviewer also has the freedom to probe the interviewee to elaborate on the original response or to follow a line of inquiry introduced by the interviewee.*<sup>138</sup>

As a result, it helped the researcher to give freedom to informants by asking the whole life story to create trust in due course of the communication and refrain from imposing the researcher way of understanding. Besides, it provided the researcher to ask further clarification from the informants during face-to-face contact. In-depth interview was applied for female domestic workers and domestic employers.

First, in-depth interviews with domestic workers were conduct from five *Kebeles*<sup>139</sup> namely (*Keble* one, two, three, four and five) at the place of public school on Sunday afternoon. The

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<sup>138</sup> *Ibid*, p.9.

<sup>139</sup> *Kebele* is the smallest administrative unit of federal democratic republic of Ethiopia.

place and time of interview were arranged with the collaboration of *Biruh Tesfa*<sup>140</sup> population counselor.

As evidence from *Biruh Tesfa* population council statistic there are about 410 female live-in paid domestic workers in the city. From the total number, 101 female domestic workers are within the age of seven up to fourteen years and 309 domestic workers are above fourteen years who are discharging the domestic activities with payment. In general, 15 domestic workers (five domestic workers from the age group of seven up to fourteen particularly 12 and above years old, and 10 domestic workers from the age group of above fourteen) participated in the in-depth interview.

Secondly, 10 domestic employers participated during data collection process. In this section, seven informants were female married employers and three participants were male bachelor employers. The numbers of the participants purposively determined on the criteria of live-in and live-out way of resident. In the area of the study, most of the time male bachelors employed live-out domestic workers. As a result, they did not equally participate with married employers. Here, the place and time of interview were arranged with the collaboration of *Biruh Tesfa* population counselor and their domestic workers on Sunday afternoon.

### **3.4.2. Key Informants Interview**

Key informants interview were conducted with top-level official in Debre Markos city. They were the official of Women Children and Youth Affairs Bureaus, Women and Children Supportive Police Officer, Women Children and Youth Affairs Bureaus Gender Officer, Debre Markos City Court Administrator and Social and Labour Affair and *Biruh Tesfa* population counselor and mentor in the city. These were selected purposefully according to the content of the study and their familiarity to the case.

Additionally, private employment agency became the source of information about the way of employment in the city. Here, five brokers participated in key informant interview at their working places.

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<sup>140</sup> *Biruh Tesfa* is Non-governmental organization which aided by USA government to work on women and children.

### **3.4.3. Focus Group Discussion**

The researcher used focus group discussion (FGD) with the workers to fill the gap and for the purpose of compression data which was gathered during interviews. In FGD, 10 female domestic workers participated (five from seven up to fourteen particularly 12 up to 14 years old, and five from above fourteen years old) at *Dile Betegile* School on Sunday afternoon. This tool serves as a supportive instrument for in-depth interview.

### **3.4.4. Document Analysis**

The researcher employed document analysis to collect data for comparison. Here, different documents were used to compare the conditions of vulnerability, exploitation and abuse against female domestic workers. So, the documents include decisions and reports from the court, police, women children and youth affair and labour and social affair offices.

### **3.5. Sampling Size and Techniques**

Because of the nature of the working place and the objective of the study the researcher employed non-random sampling techniques. These were snowball and purposive sampling techniques. The snowball sampling technique use to identified domestic workers, brokers and domestic employers. This sampling technique helped to begin with those who were familiar and volunteer to cooperate with the researcher previously to create relation, and then use them to find the others respondents who they knew.

The main objective of using snowball technique for female domestic workers, employers and brokers was to identify them. After identification, the informants of the finding were selected through purposive sampling. The informants in purposive sampling were selected through three criteria.

The first criterion was according to the age of female domestic workers. As it has been stated, 101 domestic workers were categorized under the age of fourteen; the researcher intentionally selected 10 domestic workers 12 and above years old. Domestic workers below the age criteria were excluded because of their immaturity to understand and express the phenomenon.

The second criterion was work experience of domestic workers. Consequently, only female domestic workers who stayed at least one year and above in the home of employers were selected as research participants. The third criterion was place of resident and way of payment of domestic workers. In this finding live-in paid workers were purposefully selected as participants, but live-out domestic workers excluded.

So, female domestic workers who have one year and above domestic experience, 12 and above years old and live-in paid workers were selected for the in-depth interview and FGD. The decision was made by the researcher because in purposeful sampling the researcher has power to put criteria to select the participants.

*In purposeful sampling researcher selects a participant according to the needs of the study' by any restrictions placed upon his observations. Purposive sampling relies on the judgment of the researcher when it comes to selecting the units.<sup>141</sup>*

Parallel to this, the researcher used purposive sampling techniques for the higher official to collect data in line with the phenomenon from different sectors. This technique employed to select purposefully as per their relevance and position to the issue of investigation to collect accurate and relevant information based on their experience in their day today responsibility at the area of the study. For instance, women and children police officer, court administrator, *Biruh Tesfa* population counselor, women children and youth affair officer, gender officer and labour and social affair officer in Debre Markos city were selected purposefully.

### **3.6. Analysis of the Study**

In the finding, data gathered through in-depth interview, key informants interview, focus group discussions and document analysis were analyzed by making use of descriptions, interpretations and summarization of the data. So, the analysis of the study is the description of empirical data and summarization of the main points that were collected by using the above instruments.

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<sup>141</sup> Imelda T. Coyne (1997): *Sampling in qualitative research: Purposeful and theoretical sampling*; merging or clear boundaries, King's College London, London, England: Blackwell Science Ltd press, p.6.

### **3.7. Ethical Consideration of the Study**

As a human rights study, the researcher gave due emphasis for the personality and dignity of the respondents of the study. To respect their personality, the researcher does not calling their name as a reference of analyses across the study. Respecting the confidentiality of the respondents was the golden principle of the researcher. Therefore, the researcher was not disclosing the name of the respondent without the interest of them. Besides, avoiding mentioning their true name, the researcher was not storing any data in the name of the interviewees across the study. Finally the researcher used informed consent formats to know the willingness of the respondents either to continue or withdraw by telling them the objective of the study and their role in the finding.

## CHAPTER FOUR

### FINDING FROM EMPIRICAL DATA AND ITS ANALYSIS

This chapter deals with data presentation collected through in-depth interview from female domestic workers, domestic employers and brokers, FGD with domestic workers, key informant interview and document analysis. In line with the specific objectives of the study, this chapter includes four interrelated topics. These are the living and working condition of female domestic workers, the relationship between employers and female domestic workers, exploitation and abuse commonly experienced by female domestic workers and the factor for the existence of exploitation and abuse against domestic workers. Information with regard to research participants general background such as; age, sex, educational level, marital status, work experience and place of work are attached in the appendix part (See Appendix I).

#### **4.1. The Living and Working Condition of Female Domestic Workers**

As it has been described in the preceding discussion, the living and working condition of female domestic workers is susceptible to exploitation and abuse. This is the result of the nature of the sector, the culture of the employers and the background of the workers.<sup>142</sup> Usually, way of living and working condition of domestic workers is measure by proper delivery of food, restroom, leisure, working hours and condition of working place.<sup>143</sup> Consequently, taking in to account these as a blueprint the researcher examine the living and working condition of domestic workers in the city. The finding of the study indicates that the condition vary based on the nature of the workers, character of the employers, the cultural attitude of the employers and level of awareness. In this regard, one female domestic worker describes her living and working condition as follow;

*I am working as domestic worker within my employer house. Basically, food preparation for the whole families is my work. In addition, washing clothe and cleaning the room is also my duty in the home. Within two years, always I have been eating after all members of the family. Sometimes, I overlook my food if it is*

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<sup>142</sup> See Veronica Pavlou, living and working condition ...supra note 29, p.13.

<sup>143</sup> Bino Paul G D, Susanta Datta and Venkatesha Murthy R (2011): *Working and Living Conditions of Women Domestic Workers: Evidences from Mumbai* Tata Institute of Social Sciences, Deonar, Mumbai pres, p.10.

*not sufficient to the family. During this time, I became disappointed and considered me as inferior and excluded person.*<sup>144</sup>

This speech reflected by this individual is also the reflection of domestic workers in FGD participants that they are the last person in the home to take their food.<sup>145</sup> This shows that the employers did not care about the workers feeding system. This living condition has a consequence on the life situation of the workers. Moreover, the culture of feeding system that is putting the worker alone as a last person reshapes the worker thinking as inferior person from the family. Obviously, this type of way of living opens the door for the existence of negative relationship between the worker and the family. By implication, abusive types of interaction insist very strict communications which leads to the prevalence of exploitation and abuse against female domestic workers.

On the side of the employers' response, they are not intentionally doing this to harm workers but rather, to run properly the feeding system in the home.<sup>146</sup> Beside to the rationality to respect manageable habit of food, the finding also disclosed that the workers themselves did not volunteer to take their food with the family as the result of their traditional thinking.<sup>147</sup><sup>148</sup> This implies that from both sides of the employers and workers response, there is a problem in the way of basic consumption that has a negative impact on the living and working condition of domestic workers. This makes the sector vulnerable for abusive type of interaction among domestic workers and employers.

The other determinate factor in living and working condition of domestic workers is access to proper sleeping room. In this regard, *Philippa Smales* argues live-in domestic workers are on call 24 hours a day; they may not have a private bedroom and are often forced to live with the children or elderly person they care for.<sup>149</sup> Likewise, the finding of the study disclosed that

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<sup>144</sup> Interview with domestic worker (informant 11, female) January, 13, 2013.

<sup>145</sup> FGD with female domestic workers, January, 20, 2013.

<sup>146</sup> Interview with domestic employer (informant 27, female) January, 06, 2013.

<sup>147</sup> *Ibid*

<sup>148</sup> The traditional thinking of domestic workers related with looking the family as superior and as the result the image for themselves became inferior and feel disregarded person. Because of this fact they prefer to take their food separately.

<sup>149</sup> Bipul Hazarika and Saswata Ghosh (et al.), (2002): *Women Domestic Workers: Their Life, Problem and Dream* Centre for Women's Studies, University of North Bengal, Darjeeling: West Bengal, p.13.

domestic workers are the victims to have proper sleeping place after they discharge diversified domestic activities:

*I always sleep after everything became closed, and I wake-up early to prepare families breakfast. Now, I have 5 years' experience of domestic worker in two houses. Throughout my experience, I have never seen any proper bedroom separately from my cooking area.<sup>150</sup>*

Likewise, FGD participates agreed on the existence of problems in regard with proper sleeping place. They agreed that throughout their work experience, employer did not wary about the existence of proper sleeping room.<sup>151</sup> It is clear that every human being need proper place to have rest and to properly perform daily activities. Thus, domestic workers need to have suitable bedroom to discharge their duties in the home activities. However, the above testimony of domestic worker indicates the vulnerability of domestic workers in terms of having suitable bedroom separately from their work place. This is a violation of the rights of domestic workers which has negative consequence on their living and working condition.<sup>152</sup>

From the side of employers, they agreed that still there is a problem to have proper rest room for their workers. According to them perception, this is not to negatively affect the life of domestic workers; rather nature of the work:

*My domestic worker always takes her rest inside a kitchen house in a separate mini-room. This is as the result she takes her sleeps after she has finished her activities. Beside this, she is standing early in morning before us. To avoid an interruption from our sleep and to properly execute her activities, she prefers separate room in her work place.<sup>153</sup>*

The above evidence of domestic employer shows the existence of the problem in regard with providing proper rest place for domestic workers. In line with the above two respondents, *Biruh*

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<sup>150</sup> Interview with domestic worker (informant 4, female) January, 13, 2013.

<sup>151</sup> FGD with female domestic workers, January, 20, 2013.

<sup>152</sup> See ILO Recommendation No. 201, Paragraph 17/a.

<sup>153</sup> Interview with domestic employer (informant 31, female) January, 16, 2013.

*Tesfa* population counselor also supported the responses of female domestic workers in that domestic workers are the vulnerable to have proper sleeping room.<sup>154</sup>

The finding revealed that the employers' primary focus is about the home activities instead of providing proper place of living room. This explicitly indicates that the living and working condition of domestic workers is guided by the proper accomplishment of domestic activities. Consequently, the right of the workers to have a proper living room is shadowed by the accomplishment of home activities.

Moreover, leisure, break and work deadlines are also the basic necessities of all workers to effectively execute their day to day activities. However, *Veronica Pavlou* finding indicate that domestic workers do not have enough leisure and break with payment.<sup>155</sup> Beside to this, the working hours and types of works are not limited in this sector.<sup>156</sup> Similarly, the data collected from informants also revealed that workers do not have enough leisure and break with payment and boundary of working hours and home activities:

*I have been employed as domestic worker when I was 15 years old. Within 10 years, I have been employed in five different houses. Starting from my first time up to now, I worked at least for 15 hours per a day in all the houses I employed. In my experience, I always performed my duty with no break and leisure as well. Besides, my domestic activities are not time bounded. This is because of I am the only person to carry out the whole home activities.*<sup>157</sup>

In line with the above response, FGD participants also supported the absence of break, leisure and time bounded work as the result of that all home duties are belonging to theme.<sup>158</sup>

This argument again supported by the response of employers which are absence of working hour limit, break and leisure for their domestic workers. As an evidence, one employer argued that she needs her domestic workers to do day and night due to the over load of the home activities.<sup>159</sup>

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<sup>154</sup> Key informant interview with *Biruh Tesfa* population counselor, January, 21, 2013.

<sup>155</sup> See *Exploitation and abuse ...supra* note 108, p.13.

<sup>156</sup> *Ibid*, p.13.

<sup>157</sup> Interview with domestic worker (informant 5, female) January, 27, 2013.

<sup>158</sup> FGD with female domestic workers, January, 20, 2013.

<sup>159</sup> Interview with domestic employer (informant 30, female) January, 16, 2013.

Beside to this, the other domestic employer replayed that especially in the holydays and Sunday, he needs other workers in addition to his regular domestic worker as the result of the different of the home activities.<sup>160</sup>

From the above discussion, it is clear that less emphasis is given by the employers to provide break, leisure and limited working hours for specified home activities. As it exemplified in the previous chapter, in many countries including Ethiopia, there is no set of maximum number of working hours and minimum wage rates that a domestic employee can be required to work and to pay.<sup>161</sup> Due to this fact, domestic workers became off duty after they finished all home activities within a day and work every day of the week without any time gaps. This argument is also supported by the ILO studies which provides that domestic workers are obliged to work over fifteen hours per day, and for families to have expectations that these workers be on call at any time throughout the day and night as per the need of the family.<sup>162</sup> From this one can deduced that the employers denied the rights of workers "...conditions safeguarding fundamental political and economic freedoms to the individual"<sup>163</sup>, and the right to just and fair working conditions.<sup>164</sup>

To sum up, similar with *Veronica Pavlou* conclusion<sup>165</sup>, it is also true that in the area of the study the living and working condition of female domestic workers is not encouraging to exercise workers rights as human being.

#### **4.2.The Relationships between Employers and Female Domestic Workers**

As it has been explained in the previous chapter, the relationship between workers and employers are manifested by superior and inferior type of interaction in domestic sector.<sup>166</sup> The data collected during field work also shows that in the area of the study the relationships is

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<sup>160</sup> Interview with domestic employer (informant 34, male) January, 27, 2013.

<sup>161</sup> See Dharam Ghai ...decent work... supra note 46, p.1.

<sup>162</sup> See Philippa Smales, hand book on domestic workers... supra note 45, p.13.

<sup>163</sup> See International Covenant on Economic, Social and Cultural Rights, 1976, art.6/2.

<sup>164</sup> *Ibid*, art. 6 and 7.

<sup>165</sup> See Philippe Marcadent ...supra note 29, p.1.

<sup>166</sup> See Philippa Smales ...supra note 50, p.18.

known by hierarchical type which is the employers always act as a master by giving order.<sup>167</sup> On the other hand the workers act as a receiver of instruction imposed by the employers.<sup>168</sup>

*I came to Debre Markos city when I was 16 years old after being informed my friend wrong talking for her suitable life in the city. But, later on everything became difficult to me. I am not ready to go back to my family because it is very shameful to go back without having any anything. Here, my employer and their children are looking me as a servant in fact I am a servant for their overloaded home activities. They did not worry about my wellbeing rather they only need my labour. At this time, I feel dishonored and excluded person.*<sup>169</sup>

This argument is the direct reflection of the feature of the interaction among the employers and domestic workers in the private sector. Similar with the above data, FGD participants also disclosed the existence of problems in the relationship of domestic workers and their employers. Usually, they look employers as a ‘lord’ in the home. As a result, they lack confidence to perform all home activities without the instruction of employers.<sup>170</sup>

In fact, master-servant type of relationship is not only the result of the employers’ attitude to their domestic workers. It is also the result of the cultural attitude of the workers to themselves as a low class person in relation with the family:

*I have three children and two domestic workers. The two domestic workers have different duties; the first is a baby sitter and additionally clean the home where as the second one prepares food for the family. Surprisingly, both of them have similar outlook for us and towards themselves. They look us as a ‘lord’ for themselves, especially I and my husband. On the other hand, they understand themselves as ‘inferior’ person in relation with our family.*<sup>171</sup>

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<sup>167</sup> Key informant interview with Gender Officer January, 15, 2013.

<sup>168</sup> *Ibid.*

<sup>169</sup> Interview with domestic worker (informant 11, female) January, 06, 2013.

<sup>170</sup> FGD with female domestic workers, January, 20, 2013.

<sup>171</sup> Interview with domestic employer (informant 27, female) January, 07, 2013.

However, this does not mean that all domestic workers face negative interaction from their employers. Even though the lion share of the interaction attributed by master-servant relationship, some employers have smooth interaction with their domestic workers.

In line with the above evidences, data collected from key informants confirmed the existence of master- servant type of relationship between workers and employers. As the response from Debre Markos city Women Children and Youth Affair Bureau of Gender Officer, commonly domestic workers share offensive relationship with their employers.<sup>172</sup> But, the officer also proved that it is not always true that all employers treat their workers badly.<sup>173</sup>

By and large, the relationship between employers and domestic workers in area of the study is attributed by dominant and subordinate type of interaction and exposed them for different exploitation and abuses.

#### **4.3. Exploitation and Abuse Commonly Experienced by Female Domestic Workers**

Universally, exploitation and abuse against female domestic workers is a form of violation of human rights.<sup>174</sup> It has consequences of countless unhappiness, causes short lives and makes numerous women live in pain and fear in every country in the world.<sup>175</sup>

Data collected during field work make known that physical, sexual, verbal and economical abuses and exploitation are commonly experienced by female domestic workers.<sup>176</sup> In addition, child labour exploitation is observable violence in domestic sector at the area of the study.

##### **4.3.1. Physical Abuse**

Physical abuse includes a wide range of behaviors from slapping, pushing or shoving to more severe behaviors such as beating, burning, or punching as the result conflict.<sup>177</sup> Severe physical abuse includes being hurt by pulling hair, being hit with something hard, being kicked, being

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<sup>172</sup> See Gender Officer ...supra note 169.

<sup>173</sup> *Ibid.*

<sup>174</sup> Asha-Rose Migiro (2009): *United Nations legislation on violence against women: Department of Economic and Social Affairs, Division for the Advancement of Women*, New York: United Nations publication, p.32.

<sup>175</sup> *Ibid.*

<sup>176</sup> Key informant interview with Debre Markos city Women and Children Police Officer, January, 25, 2013.

<sup>177</sup> See National intimate partner and sexual violence survey communication toolkit, national center for injury prevention and control (2011), pp.24-30.

slammed against something.<sup>178</sup> It also includes attempts to hurt by choking or suffocating, being beaten, being burned on purpose and having use a knife or gun against the victim.<sup>179</sup>

During investigation attempts has been made to examine cases brought to the court in relation to physical abuse against female domestic workers in the city. Consequently, based on the evidence from Debre Markos city administrative police and court offices, physical violence is commonly experienced by domestic workers. Most of the time the reaction of employers to domestic workers wrong activities is the basic factor for the existence of physical violence.<sup>180</sup> As evidence let's see one case from the court files;

*The sentence of the court conducted on 11 March 2004 E.C under file number of 0202736 by Debre Markos city administrative court. The crime was committed by Kebele 02 employer of domestic worker against her domestic employee. According to the employer response to the judge, the cause for the conflict was the wastage of the chicken food by the worker. Because of this reason, the employer had beaten her worker by using electric tube. After that her body became injured as the result of the severity of the punishment on her body. The case was brought to the court collaboration with police office. At the end, the court decided the employer is guilty and punished 1,000 birr.<sup>181</sup>*

The above evidence indicated the existence of physical abuse as per the domestic workers made mistake in discharging their home duties.

Similarly, domestic workers informants also support the prevalence of physical abuse as response of employer when they disappointed by workers activities. The data from FGD participants indicated that almost all FGD participants experienced one form of physical abuse starting from beating to burning. Parallel to this, the study shows that children of the employers also physically punish domestic workers:

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<sup>178</sup> *Ibid*, p.29.

<sup>179</sup> *Ibid*, p.29.

<sup>180</sup> Key Interview with senior official of the city Court, January, 17, 2013.

<sup>181</sup> Document analysis, Debre Markos City administrative court decision (see the decision from appendix III).

*My employer physically punished me when I made a mistake in the home. In fact my employer considered the punishment as a response of my wrong action. Actually, I accept the punishment of employer for my wrong action even if I did not do the wrong action intentionally. But, I highly disappointed by the punishment of employer's children which usually occurred when I disagreed with them.*<sup>182</sup>

In the same way, data from key informant interview affirmed that since domestic workers did not report the incident as a crime it is difficult to know the actual number of physically abused domestic workers.<sup>183</sup> Sometimes the workers report the case after they resign from their employer's home. Despite of such problems in reporting physical abuses, cases brought to the police office shows that 25 domestic workers were physically abused in the year 2011/12.<sup>184</sup>

In contrary to the above evidences, data collected from employers revealed that they did not considered physical punishment as a serious violation but rather as one way of correcting domestic workers from wrong deeds:

*In my experience with domestic workers, the basic challenge for me is to understand the interest of home workers. Because they do not disclose their want, they don't ask what to do, and they don't disclose their mistakes immediately after the occurrence. And hence, during this time the direct reaction came in my mind is kicking by anything that I found there to reshape her behavior.*<sup>185</sup>

Hence, on the side of the employers the problem is not consider as a serious human rights violation but rather as a way of correcting from wrong action which in one way or the other makes the issue worst. At this point, it is worth to mention that the 2005 Ethiopian criminal code stated that physical violence is a punishable crime since it violates the human rights of

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<sup>182</sup> Interview with domestic worker (informant 7, female) January, 27, 2013.

<sup>183</sup> Key informant interview with Debre Markos city administrative police officer.

<sup>184</sup> *Ibid.*

<sup>185</sup> Interview with domestic employer (informant 28, female) January, 14, 2013.

workers.<sup>186</sup> Likewise, international and regional human rights instruments which ratified by Ethiopia also recognized physical punishment is a violation of human rights.<sup>187</sup>

The finding shows that physical abuse is not the only violence experienced by female domestic workers, but also sexual abuse.

#### **4.3.2. Sexual Abuse**

Sexual violence is a pattern of unwanted harassing or threatening tactics used by perpetrators.<sup>188</sup> It includes but not limited to tactics related with unwanted contacts, unwanted tracking, rape, attempted rape, and forceful touch for the purpose of sexual intercourse without the consent of female domestic workers.<sup>189</sup>

Data collected from the field of the study also demonstrated like physical violence female domestic workers in the city experienced different forms of sexual abuse. Sexual violence committed by the perpetrators through the use of threats, intimidation and physical force for the purpose sexual relations without the consent of workers. In this regard, the researcher identified different sexual violence perpetrators against female domestic workers committed by male bachelor employers, married male as well as the children of the employers.<sup>190</sup>

Data collected during document analyses shows that four domestic workers were sexually abused in the year 2011/12.<sup>191</sup> Based on the response of the police officer, most of the time female domestic workers are sexually abused by male unmarried employer.<sup>192</sup> Sometimes, when the female domestic workers conduct home activities alone, they sexually abused by married domestic employers.<sup>193</sup> Beside to this, male children of the employers also sexually abuse female domestic workers when both employers are not present in the home.<sup>194</sup> In this regard one victim shared her experience in the following way: “I became sexually abused by the son of my

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<sup>186</sup> The Criminal Code of the Federal Democratic Republic of Ethiopia, Proclamation No.414/2005 art.555/b and c.

<sup>187</sup> See ICCPR, art.7 and Africa charter art.14/2.

<sup>188</sup> See ... sexual violence ...supra note 179, p.3.

<sup>189</sup> *Ibid*, p.3.

<sup>190</sup> Interview, *Biruh Tesfa*... supra note 156.

<sup>191</sup> Document analysis from Debre Markos City Women and Children Police report in 2011/12.

<sup>192</sup> Interview with ... police officer... supra note 185.

<sup>193</sup> *Ibid*.

<sup>194</sup> *Ibid*.

employer when his parents went to church on Sunday. Due to that happening, now I have 7 years old female child from the son of my employer”.<sup>195</sup>

According to police officer report, most of the time sexual abuse is infrequently reported violence especially if it is committed by the husband of house.<sup>196</sup> This problem is occurred due to the fear of female domestic workers to the reaction of female employers. In addition, the female domestic worker put the incident secret as the result of the fear of losing their jobs.<sup>197</sup> As evidence the Women Children and Youth Affairs officer stated the story of one domestic worker as follow;

*She was 21 years old and home worker in the house of married family. When she lived there for about six months, the husband of the house asked her to begin sexual relation with him when his wife not present in the home. In the first day she refused his request, later on, he forcefully began sexual relation with the worker in secret. After that he continues having sexual relation without the consent of the worker. Still the worker kept silent, as the result of the fear of the reaction from the side of his wife. Eventually, the fear of the worker became real because the wife gradually understood the practice from interaction of her husband and the worker. Subsequently, the wife took serious physical punishment against the worker and she ordered her to leave the house. Accordingly, the case was brought in our office for remedy because the employer denied salary of the worker after the incident occurred.<sup>198</sup>*

The above case clearly shows that domestic workers do not give immediate response for abusive action from employers. It also implies that the existence of one violence open the door for the coming of other violence. The result of the incident on the worker insisted the existence of different types of abuses. These were sexual abuse by the male employer led to the prevalence of physical abuse and economical exploitation by female employer against the worker.

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<sup>195</sup> Interview with domestic worker (informant 2, female) on 13 January 2013.

<sup>196</sup> Interview, *Biruh Tesfa*... supra note, 192.

<sup>197</sup> Interview, Gender officer ... supra note 174.

<sup>198</sup> *Ibid.*

Generally, sexual violence is a common, but underreported abuse against female domestic workers in Debre Markos city. Comparing with others form of violence experienced by female domestic workers, sexual abuse is not easily observed to the public. In addition, it requires strong confidence of the workers to bring the case before the law. From the reference of the educational and family background of the workers, it is difficult to expect that female domestic workers able to report to the concerned body so as to get remedies for themselves and to bring the wrongdoers before the law. Needless to say, the existence of sexual abuse against female domestic workers has negative impacts on the health and psychology of the victims.

Further, during research investigation the finding of the study identified not only physical and sexual abuse but also verbal abuse against female domestic workers.

#### **4.3.3. Verbal Abuse**

Verbal abuse is committed by using a derogative terms in the form of name-calling, belittling, swearing and insulting.<sup>199</sup> It also characterized by ejecting or threatening with rejection and blaming for the consequence of an incident against female domestic workers by the employers and children's of the employers.<sup>200</sup> It is a form of human rights violation<sup>201</sup> with a consequence of negative self-image, self-destructive acts and hurtful behavior.<sup>202</sup>

Data collected from research participants revealed that verbal abuse is the day to day phenomenon without any consideration by the employers as violence. In this regard, making degrading comments about personality, way of speaking, body, behaviour, and quality of work, educational and family background were identified as a verbal abuse experienced by female domestic workers.<sup>203</sup>

Compared with other types of violence, when workers encountered verbal or oral abuse in their day to day life, they do not considered a serious violation. As evidence from their response, they commonly understood that verbal abuses exist as the result of interaction with any person to

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<sup>199</sup> Glenda Labadie-Jackson (2009): *Reflections on Domestic Work and the Feminization of Migration*: University of Puerto Rico, School of Law, p.12.

<sup>200</sup> *Ibid*, p.13.

<sup>201</sup> See the FDRE constitution art. 18, Criminal code art 598/2 and ICCPR art.7.

<sup>202</sup> See Glenda Labadie-Jackson... *supra* note 200, p.12.

<sup>203</sup> Interview, *Biruh Tesfa*... *supra* note 198.

express the feeling of wrong action. Even though, they do not consider as serious abuse, but they did not deny the consequence of verbal abuse as it jeopardized the psychology of the workers. One female domestic worker explained this in the following manner:

*I was born in Debre Markos city; I have very poor mother and still I did not know my father. Now, I have two sisters and one brother. Unfortunately, all my sisters and brother did not have one father; all of us are from different father. This as it may, when I committed a mistake, my employer and their children verbally abused me by mentioning the history of my family background. After that, I always hated my life. I feel disregarded and I blame my fate.*<sup>204</sup>

In fact every verbal abuse has its own psychological consequence because it is attacking against the personality of the workers, but the result of humiliation dependence on the historical background of female domestic workers.

Likewise, the employers agreed on the existence of an exchange of verbal abuse because of domestic workers mistake in the home activities. As evidence one home employer confirmed the situation in the following way;

*I have one domestic worker who assisted me in home activities. Sometimes, I orally fight with my worker when she committed grave mistakes. However, when I angered I may use abusive words, yet it not with intention of attacking rather to improve her domestic activities.*<sup>205</sup>

From the above description, the view of domestic employer indicates that verbal abuse is immediate reaction of employer as a response to any mistake made by employee. According to the evidence from population council of *Biruh Tesfa*, in Debre Markos city there are some derogatory terms that the employers use. For example, the term servant or locally denoted the terms of “gered” or “ashiker”<sup>206</sup> which have negative outcome on the psychology of the domestic workers. These negative connotations of the terms highly undermine the personality of the workers and as the result; they are looking themselves as inferior person from the others parts of

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<sup>204</sup> Interview with domestic worker (informant 3, female) January, 20, 2013.

<sup>205</sup> Interview with domestic employer (informant 31, female) January 06, 2013.

<sup>206</sup> The Amharic version of “gered” and “ashiker” are similar with “servant” in English language.

the communities. Too, during FGD section, the entire participant stated the existence of verbal abuse.<sup>207 208</sup>

To sum up, the finding disclosed verbal abuse is the frequent violence experienced by female domestic workers at the area of the study. Like Benji Vardigan<sup>209</sup> conclusion verbal abuse put domestic workers as much risk for depression and anxiety, undermine their self stem, damage their ability to trust and form relationships. As a result of this, it a violation of domestic workers personality and consider as exploitation and abuse against the rights of workers.

#### **4.3.4. Economic Exploitation**

Economic exploitation is a process of taking unjust advantage of another for one's own advantage or benefit which includes the situations of manipulation, misuse, abuse and denial of economical value.<sup>210</sup>

Apart from the physical, sexual and verbal abuses, data collected from research participants revealed that economic exploitation is a violence experienced by female domestic workers. Finding from key informant interview indicated that, most of the employers denied the salary of their home workers.<sup>211</sup> Moreover, the employers deny part of the salary of domestic workers when they have incidentally damaged home equipment during home activities.

Besides, financial manipulation is aggravated by the workers themselves because they do not receive their salary monthly. On the initial period because of smooth relationship between workers and employers, instead of taking their money within a month, they willingly allow their employers to keep the money on their behalf. However, when disagreement occurred over certain issues the employers denied domestic workers salary.<sup>212</sup>

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<sup>207</sup> FGD with female domestic workers, January 20, 2013.

<sup>208</sup> *For instance one of the participants approved that the children of the employer's abused her by calling her family back ground. The poverty of her family become the source for verbal abuse by referring family back ground as "you are belonging from poor family" or locally 'yedehalig'.*

<sup>209</sup> Benj Vardigan : *Verbal abuse of children*: Consumer health interactive, Northern California: Massachusetts,p.1d

<sup>210</sup> See the Committee on the Rights of the Child, at 4th Session, 4 October 1993, p.3.

<sup>211</sup> Key informant Interview with senior official of Women Children and Youth Affair January, 18, 2013.

<sup>212</sup> *Ibid.*

Too, the workers themselves agreed on the consequence of putting their money in the hands of their employers. As evidence, the victim of one domestic worker responses quoted as follow;

*...Now I have five years experience in domestic work within three employers' houses. In my first work, my salary was 60 birr per month and they gave me 520 birr as a year payment by deducting 300 birr for unacceptable justification when I told them that I am ceasing the work from their house. In my second home, they agreed to pay 100 birr per month. Later on, within four months, they kept silent by convincing me they planned to pay at once for my advantage. At the end by raising different reason they quarreled with me and ordered to leave their home without any salary. In fact, they gave my salary with the assistance of women children and youth affair with police office.<sup>213</sup>*

Similarly, the participants in FGD during data collection supported the prevalence of economic exploitation as the result the workers put their salary on behalf of the employers.<sup>214</sup> However, it does not mean that all employees financially abused by their home employers:

*Still, my employer is paying my salary at the end of each month and she helps me to save my salary in financial institution. At this time, I have saving account book in one of the branch of commercial bank.<sup>215</sup>*

From the perspectives of two respondents, on the one hand, employers financially abused their domestic workers, and on the other side, some employers properly gave the salary of the domestic workers. In line with this, data collected from key informants also indicated economic exploitation frequently experienced by domestic workers, however, the degree vary based on the character of the employers and the working quality of the workers.<sup>216</sup>

Moreover, data collected via in-depth interview from domestic workers revealed that economic exploitation is not only determined by the denial of the payment of the salary within a specified time, but also by a payment scheme level. According to the workers, the amount of payment is

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<sup>213</sup> Interview with domestic worker (informant 4, female) January, 27, 2013.

<sup>214</sup> FGD, female domestic workers, January, 20.2013.

<sup>215</sup> Interview with domestic worker (informant 15, female) January, 13, 2013.

<sup>216</sup> Interview with key informant police officer ... supra note 194.

not proportional to the workloads of the domestic workers.<sup>217</sup> Thus, it is one manifestation of the other form of economic exploitation. Likewise, different public institution in Debre Markos city proved the prevalence of financial and labour exploitation of domestic workers by their employers.<sup>218</sup> Besides, the police office report shows that 21 home workers faced different economic exploitation and the charge brought before the court in the year 2011/12.<sup>219</sup> Similarly, research conducted by ILO shows that domestic workers are paid less compared to the time they spend on their home duties.<sup>220</sup>

#### 4.3.5. Neglect and Discrimination

Neglect and discrimination characterized by failure to provide access to appropriate health, social care, educational services, participation, malnutrition and lack of personal care.<sup>221</sup> Neglect and discrimination are common on domestic workers because they are invisible workforce, usually working alone in private homes.<sup>222</sup>

Data collected during field work shows the social structure of the society which does not invite domestic workers as a member in their associations. As the result, the scope of the participation of the domestic workers has not been far from the compound of their employer's. For example in the celebration of holiday, “mahber”<sup>223</sup>, wedding and others ceremony, domestic workers are precluded from participating with the family. In this regard, the speech of one domestic worker stated the existence of social exclusion and absence of participation in decision making.

*Now I have four years domestic work experience in two houses. Within these years and in my two employer's house, my activities were limited within the space of food making room. Even, I do not have kebele identification card, and I am not a person to go with my employer's children if there is any celebration or*

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<sup>217</sup> Interview with domestic worker (informant 9, female) January, 6, 2013.

<sup>218</sup> Key informant interview with women children and youth affairs, women and children supportive police, gender office and city court office.

<sup>219</sup> Document analysis from Debre Markos City Women and Children Police Office report in 2011/12.

<sup>220</sup> Philippe Marcadent (2013): *Domestic workers across the world: Global and regional statistics and the extent of legal protection*: International Labour Office Geneva Switzerland, p.64.

<sup>221</sup> Devon's And Torbay's *Policy and Guidance Definitions of Abuse and Neglect*, retrieved from [www.devon.gov.uk/4.what\\_is\\_abuse\\_-2.pdf](http://www.devon.gov.uk/4.what_is_abuse_-2.pdf) on 5/02/2013, pp.6-7.

<sup>222</sup> See Philippe Marcadent ... supra note 218, p.3.

<sup>223</sup> The Amharic term of *Mahibar* is equivalent with the English term of association.

*ceremony. In fact, nobody remember me in any social affairs and hence, I feel excluded and disgraced.*<sup>224</sup>

Equally, FGD participant supported that they were not participated in socio-political affairs equally with the society.<sup>225</sup> The above testimony shows that female domestic workers do not exercise their political rights, particularly the right to vote. For instance, most domestic workers are above eighteen years old, but they are not participating in decision making including political election.

The above responses of female domestic workers shared by *Biruh Tesfa* counselor female domestic workers are the victim to exercise their socio-political rights in the city.<sup>226</sup> This indicated that domestic workers are only obliged to perform domestic duties without any consideration of participation in socio-political affairs as a human being. This description also supported by women children and youth affair of the city. According the officers response domestic workers are the most excluded section to socio-political participation in the city.<sup>227</sup>

Hence, domestic workers experienced neglect and discrimination due to the fact they are household workers. This is reflecting economic, social, cultural and political rights of domestic workers did not have any room in the city. During data collection the researcher observed one domestic worker expression of her feeling in the class because she neglected by the employer after she became patient. Beside to the violation of their human rights, it is valuable to mention the significance of their participation in socio-political affairs of the societies. ILO finding indicates domestic workers covered about 53 million who are most vulnerable and who face great exploitation and insecurity across their day to day life.<sup>228</sup> This entails that domestic workers are the most neglected and excluded section at the area of their working place.

Further, the finding disclosed that in collaboration with the above stated exploitation and abuse, child labour exploitation is occurred in house of domestic employers. In fact, it requires detail

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<sup>224</sup> Interview with domestic worker (informant 9, female) January, 6, 2013.

<sup>225</sup> FGD with female domestic workers, January, 20, 2013.

<sup>226</sup> Interview, *Biruh Tesfa*... supra note 201.

<sup>227</sup> Interview...women children and youth... supra note 213.

<sup>228</sup> See Martha Chen, Chris Bonner and Mahendra Chetty... supra note 4, p.15.

investigation, in this finding it incorporated only to show its existence of child labour exploitation in domestic sector for the purpose of further research.

#### 4.3.6. Child Labour Exploitation

Under international law a child means every human being below the age of eighteen years.<sup>229</sup> Child labour exploitation in domestic sector refers to children below the minimum ages who engaged to perform diversified domestic tasks without any break, leisure and limit of work and working hours.<sup>230</sup>

Data collected with key informant interview with *Birhu Tesfa* population council indicated that from 410 total female domestic workers in the city, 101 categorized under the age group of seven up to fourteen years old.<sup>231</sup> Accordingly, from the total participant during field work, ten informants for in-depth interview and FGD were below the minimum working age.<sup>232</sup>

Data collected from the area of the study revealed that the existence of full-time work at early age and too many working hours spent by children domestic workers. Moreover, children domestic workers lived with the prevalence of little payment diversified home activities, absence of access to education and undermine children's personality. Data collected with in-depth interview approved existence of Child labour as follow;

I am 12 years old; I came from rural family. Because of my family poorness I want to feed myself first by being domestic worker. In addition, I support my family by sending my salary per a month. Basically, my activity is giving care for my employer's grandfather. Parallel to this, I also participate to clean the house and to wash their children cloth. Still, my employer not allowed to me to attend formal education.<sup>233</sup>

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<sup>229</sup> See the Convention on the Rights of the Child Adopted and opened for signature, ratification and accession by General Assembly resolution 44/25 of 20 November 1989 entry into force 2 September 1990, art. 1.

<sup>230</sup> See ILO Statistical Information and Monitoring Programme on Child Labour (SIMPOC).

<sup>231</sup> Interview, *Biruh Tesfa*... supra note, 201.

<sup>232</sup> See appendix (I) about the age of the informants.

<sup>233</sup> Interview with domestic worker (informant 8, female) January, 13, 2013.

Likewise, FGD participants also proved they obliged to do domestic works without proper living and working condition. From five participants in FGD, four children were not allowed to attend formal class education. Parallel to this, data collected from key informant interview displayed that child labour in domestic activities related with long working hours work, sub-standard sleeping places, physical, sexual and verbal abuse.<sup>234</sup>

In fact, different human rights instrument particularly convention on child rights acknowledge that for the full and harmonious development of their personality, they need to grow up in a family environment, in an atmosphere of love and care.<sup>235</sup> However, the finding shows that domestic sector is not appropriate place for children to exercise their rights as being a child. For the reason that domestic work in the city are not equipped with proper living and working condition with physical and mental immaturity they are susceptible to exploitation and abuse.

To sum up, even though it requires comprehensive study, data collected during field work and numerical evidence indicates that prevalence of child labour exploitation in domestic sector.

#### **4.4. Factors for the Existence of Exploitation and Abuse against Domestic Workers**

Identifying the main factors for the prevalence of exploitation and abuses against female domestic workers is an important step to reduce their vulnerability. Accordingly, the finding of the study identified the basic factors for the prevalence of violence against domestic workers. These are the nature of employment contract, absence of labour division, spontaneous nature of the work, culture of the employers, lack of awareness and educational and family background.

##### **4.4.1. Nature of Employment Contract**

The finding of the study identified the nature of employment contract as one of the main factor for the prevalence of exploitation and abuses on domestic workers in the city. Data collected from key informants indicated the nature of employment contract between the employers and domestic workers is the main factor for the prevalence of violence.<sup>236</sup> Most of the time, the

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<sup>234</sup> Interview, Police officer...supra note 218.

<sup>235</sup> See Child Rights Convention preamble, paragraph 5.

<sup>236</sup> Interview with Women Children and Youth Affair... supra note 229.

nature of the labour contract characterize by oral or informal agreement. This is because of the fact that domestic workers are recruited primarily through informal channels.<sup>237</sup>

The finding revealed that oral agreement gives freedom for the employers to abuse the workers' rights. This is because of workers have not any evidence to bring the case before the law enforcing bodies when any dispute arise. At the end of the day the oral agreement broken by one side and the case became complex to take remedy for the victim.<sup>238</sup>

In addition, one of domestic workers' broker of the town revealed both the workers and employers do not give due emphasis for the contract during the conclusion of labour contract. Let us see his speech;

*One of my daily activities is contacting female domestic workers with employer by receiving payment from both sides. In my experience, I observed that domestic employers and workers do not give due focus in favor of formal labour agreement as a binding guideline during their first meeting. Instead, they discussed orally about the experience, place of birth, salary...of the workers.*<sup>239</sup>

In the same way, data collected from FGD participants indicated that oral labour agreement is a common phenomenon that both the workers and employers put into practice. As evidence the total FGD participants all were orally agreed with their employers. However, the oral agreement exposed the workers to different forms of violence, particularly to economic exploitation. From the other perspective, it is also a big hindrance for the law enforcing bodies to give proper judgment after the violence communicated to their offices. For example, the Administrator of the City Court stated that, the absence of written labour contracts is a big challenge to give fair decision for the employers and the workers when they brought the case before the court.<sup>240</sup>

In the same way, the workers themselves identified labour contract agreement as one of the factor for the existence of the violence:

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<sup>237</sup> See Police officer... supra note 236.

<sup>238</sup> *Ibid.*

<sup>239</sup> Interview with broker, January, 25, 2013.

<sup>240</sup> Interview, administrator of the Court...supra note 182.

*During my first work, I orally agreed with my employer on the condition of work and salary. Later on, when disagreement occurred with my employer, she ordered me to leave the house without full payment. Imagine, her simple reason was because of the disagreement I had with her child. After that with the advice of my friend, I reported the case to kebele police office. However, they requested me to submit our labour agreement and hence, I ceased the accusation because the absence of ample evidence.<sup>241</sup>*

Generally speaking, the nature of the employment contract is a factor for the prevalence of violence especially for economic exploitation. It is also considered as the factors which hindered to give remedy and to bring the perpetrators before the law in the city.

#### **4.4.2. Absence of Labour Division**

The data collected from the field work indentified absence of labour division is the other factor that exposed domestic workers for diversified home activities. Data from domestic workers indicated that usually, single domestic workers are discharges all diversified home activities.<sup>242</sup> Most of the time their scope of work is not defined by their employers, instead all activities in the home are the responsibilities of the workers. This flexibility of the workers for all home activities makes them vulnerably for the prevalence of different exploitation and abuse.

The absence of labour division for diversified natures of the home activities obliged the domestic works to do without rest. Therefore, labour exploitation is the result of the versatility of the workers for infinite domestic activities. As evidence, from the in-depth interview participants 13 out of 15 workers forced to work all domestic activities without labour division. For example one domestic worker described it as follows;

*I am the only person in my work place with the duty to perform all domestic activities. I wake up early in the morning (usually, at 11:00 o'clock local time) to prepare breakfast, then I clean the house, after that I fetch water, bake*

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<sup>241</sup> Interview with domestic worker (informant 1, female) January, 20, 2013.

<sup>242</sup> Interview with domestic worker (informant 10, female) January, 06, 2013.

*“engera”<sup>243</sup> prepare lunch and dinner... to be continued up to the mid-night to perform diversified home activities.<sup>244</sup>*

Correspondingly, data collected from FGD participants also revealed that their flexibility for different domestic activities is a factor for the existence of violence.<sup>245</sup> This forced them to perform all domestic activities in the absence of break and time limit and hence, they are flexible for all activities in the home.

Likewise, Gender officer of the city also proved domestic workers as a vulnerable section of the societies for labour exploitation without any time boundary, break and leisure in their works. As the result of this, female domestic workers are characterized by on duties workers starting from the eve of the morning up to the mid of the evening. So, absence of labour division in domestic work is a cause for labour exploitation and abuse.

#### **4.4.3. Spontaneous Nature of Works**

In addition to absence of labour division, the finding revealed that spontaneous nature of work is also the other factor for prevalence of exploitation and abuse. Commonly, the data collected from field work identified the basic domestic activities of the workers includes food preparations, washing of domestic equipments, cleaning of the home and compound, and give care for the children and elders of their employers. By nature these home activities are unstructured, irregular and sporadic which exposed female domestic workers to become restless and exploit their labour throughout the day.

In the same way, the data collected from domestic workers shows that the spontaneous nature of the works as a factor for the existence different violence, in particular economic exploitation:

*Throughout my work experience, I always ready to prepare breakfast, wash home equipments, clean the house, fetch water, prepare lunch, and wash cloth and*

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<sup>243</sup> *Engere* is the Amharic name of local food in the area of the study.

<sup>244</sup> Interview with domestic worker (informant 6, female), January, 27, 2013.

<sup>245</sup> FGD with female domestic workers, January, 20, 2013.

*continuing to conduct domestic duties. For me I believe that no work has an end path in the home, therefore, no extra time for break.*<sup>246</sup>

*The whole time in my work experience, I wake up early in the morning and start my duty without a plan of what to do and when to do. This is because of every new day come with unplanned works.*<sup>247</sup>

Likewise, the FGD participants validated the unstructured nature of domestic activities and hence they always forced to perform home activities without break and time boundary.<sup>248</sup>

This indicates that the spontaneous nature of domestic work forced workers to do without break. Moreover, key informants interview stated that domestic workers are oblige to perform unstructured and continuous domestic activities without consideration of any break and plan of work which lead them for labour exploitation and abuse.<sup>249</sup> This is aggravated by the employers' way of consumption i.e. still the society did not adopt to make use of cooked and packed food for their daily consumption.

Consequently, the nature of the work is spontaneous and consumption producing activities for daily utilization of the family members. These make domestic workers to discharge diversified home activities without any rest. As the result, the nature of the works is a factor which hinders to exercise the rights. Domestic workers are quite often subject to human rights violation in their workplaces because of the fact that the sector imposing to become flexible to do spontaneous works.<sup>250</sup>

Generally, based on the above evidences, the finding shows that domestic workers carried out home activities spontaneously without any break and limit of working hours. As a result the spontaneous nature of home activities leads labour exploitation. Therefore, spontaneous nature of

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<sup>246</sup> Interview with domestic worker (informant 7, female) January, 13, 2013.

<sup>247</sup> Interview with domestic worker (informant 10, female) January, 13, 2013.

<sup>248</sup> FGD with domestic workers, January, 20, 2013.

<sup>249</sup> Interview with Women Children and Youth Affair... supra note 238.

<sup>250</sup> Rachel S. Coen & Hena Mansori (2006): Domestic Workers United and Data Center, *Home is Where the Work Is: inside New York's Domestic Work Industry*, p.8.

the work is the basic factor for the existence of exploitation and abuse against female domestic workers.

#### **4.4.4. Culture of the Employers**

The culture of the employers toward domestic workers is also the other factor that contributes the existence of exploitation and abuse against domestic workers. Data collected from different institutions and workers, elucidated domestic workers have low social status and their work considered as not real work unlike the others professions. As the result of this, the works of domestic workers considered as simple activities which can be performed by any person without requiring skilled human powers.<sup>251</sup>

Even though, it is difficult to conclude that all the member of the community give less attention to domestic workers, but the finding of the study indicates domestic employers do not see them as equal with other members of the family. This low attention exposes domestic workers for different forms of violence in their day today activities and makes them a marginalized section of the society. For example, data collected from workers revealed that verbal abuse against domestic workers by the children of the employers is the result of the exclusion of the workers by the culture of the employers.<sup>252</sup>

Parallel to the workers views, data collected from key informants' interview approved traditional outlook of the employers as a factor for the prevalence of exploitation and abuse in the city. For instance, the Gender officer stated that the perceptions of the employers are related with looking female domestic workers as the servant in the home.<sup>253</sup> As the result of this perception, they are given low value for their work and don't take themselves as a part of the society.

Likewise to the above finding, FGD participant stated that as because of low attitude given to home activities and workers, the employers give less value for home workers payment.<sup>254</sup> So, the culture of the employers is one factor for the prevalence of economic exploitation against female domestic workers.

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<sup>251</sup> Interview with Women Children and Youth Affair... supra note 251.

<sup>252</sup> Interview with e domestic worker (informant 9, female) January, 13, 2013.

<sup>253</sup> Key informant interview with gender officer...supra note 199.

<sup>254</sup> FGD with female domestic workers, January, 20, 2013.

Beside, in the city, it is also common to call domestic workers as “gered” or “ashiker”<sup>255</sup> by any member of the employers as an accepted reaction against female domestic workers. These two terms are among the indication of the culture of the employers as a factor for the existence of verbal abuse against domestic workers.<sup>256</sup>

Due to the exclusion and low attention given by the employers domestic workers became neglected and discriminated to take their parts in different social, cultural and political participation. For example all the participants in this finding were residing above one year in the city. But, no one of them has *kebele* identification card which is a perquisite to participate in decision making particularly in election.

To conclude, the culture of the employers which gives low status for female domestic workers is one of the basic factors that worsen the existence of different, but interrelated exploitation and abuse. The consequence of giving less weight to the home activities, domestic workers became a marginalized section of the society who does not get protection to exercise their rights as human beings.

#### **4.4.5. Educational and Family Background**

Education is a key instrument in human rights discourse to realize the central human rights principle. Thus, it enables domestic workers to aware their rights and to exercise them accordingly. By taking this argument in reference to domestic workers, most of them are not educated.<sup>257</sup> The data collected from the area of the study indicates that domestic workers are primarily from rural areas and from very poor family who are illiterates.<sup>258</sup> For instance see the speech of one female domestic worker as follow:

*I am from farmer family; I came to Debre Markos city after the death of my father because my mother was not in a position to support my life. My mother instead of sending me to school, she ordered me to go to the city to work as domestic workers by the agency of our neighbor. Now, I am 20 years old with 8 years*

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<sup>255</sup> See the equivalent English term...supra note 208.

<sup>256</sup> Interview... gender officer... supra note 255.

<sup>257</sup> Interview with *Biruh Tesfa* teacher on 25 December 2013, and hence for detail information about domestic workers educational level see appendix (I).

<sup>258</sup> *Ibid.*

*experience of home activities, yet, still I am illiterate except four month training delivered by Biruh Tesfa organization.*<sup>259</sup>

Similar with the above testimony, FGD participants stated they are from rural areas to sustain their life by selling their low-priced labour.<sup>260</sup> Likewise, domestic workers have poor family who need their support:

*I am from poor family; my father always takes my salary at the end of the month. Within two years, I have never used my salary except for shoe and cloth once per year. Since I am illiterate, the contract of the employment and its way of payment negotiated and conducted between my father and the employer.*<sup>261</sup>

Hence, the above story shows the family background coupled with low level of education exposed them to different forms of violence, particularly to economic exploitation.<sup>262</sup> Similarly, data collected from key informant interview revealed that domestic workers are susceptible to various types of exploitation and abuse because of their family background and low level education. As evidence women and children supportive police officer stated that poor family background is a factor for the existence of child labour for domestic work.<sup>263</sup>

Since the decision to work as a domestic worker is not made by the workers independently rather it is the decision between employer and employee's family. That's why family background is a factor to restrict the freedom of the worker to decide either to resigns or to continue in the work. In a nutshell, educational and family background of the workers is one of the root factors for the existence of violence against domestic workers. All in all, by looking the sector of employment, it is not difficult to conclude that domestic workers are at risk to expose for different forms of violence because of their educational and family background.

At this point, it is worth to mention some important points: firstly, domestic workers assured that, their low level of education and low economic status of their family, in one way or another contributes to have low social status and credit in the society. Secondly, their low levels of

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<sup>259</sup> Interview with domestic worker (informant 10, female) January, 13, 2013.

<sup>260</sup> From 10 FGD participants, 8 of them were from rural parts around the city.

<sup>261</sup> Interview with domestic worker (informant 13, female) on 13 January 2013.

<sup>262</sup> FGD with female domestic workers, January, 20, 2013.

<sup>263</sup> Key informant interview police officer... see supra note 239.

education unable them to have qualified skill which would have been important to create a good labour opportunity in the market. Thirdly, low educational level of domestic workers has an effect even after the occurrences of violence, because their low levels of knowledge about law and role of legal institutions incapable them to struggle for their right. Finally, in spite of the low level of education of domestic workers in the city, different activities has been conducted so as to address low level of education and awareness raising about their rights during pre and post occurrence of violence against domestic workers.<sup>264</sup>

#### **4.4.6. Lack of Awareness**

According to social and labour affair officer of the city response, there is no separate rule and regulation to administer the relationship between domestic employers and female domestic workers.<sup>265</sup> According to the officer, both public and private sectors labour proclamation precluded from incorporating provision about workers and employers relationship.<sup>266</sup> Apart from the absence of labour proclamation to regulate the relationship among employers and domestic workers, there are different national, regional and international instruments which assured the right of workers including female domestic workers because of the criteria of being human.

Basically, there are many mechanisms of resolving violence which employed by workers and the legal institutions in the city. According to women and children supporting police officer, most of the time domestic workers are less likely to report an incident to law enforcing institutions such as the police and court offices at the time of the incidence. Sometimes, when they left the home of the employers, domestic workers try to bring the case for remedy. This stagnation is the result of low awareness of female domestic workers about the mechanism to resolve violence committed by their employers.<sup>267</sup>

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<sup>264</sup> *There is a good starting in the city with the collaboration of different governmental and Non-governmental organization, female domestic workers taking different training to minimize their vulnerability for violence. According to Biruh Tesfa trainer of the course, the aim of the teaching focused on basic education to develop the skill of reading and writing, working skills and reproductive education. This program opens new opportunity to discuss their problems with their classmate and trainer to get legal solution for their problems. Now by the program of house to house recruitment of Biruh Tesfa population council, they are learning about basic education, life skills, HIV and reproductive health education.*

<sup>265</sup> Key informant interview with social and labour affair officer, January 25, 2013.

<sup>266</sup> *Ibid.*

<sup>267</sup> Key informant interview, police officer ... supra note 265.

Similarly, data collected from the police office also disclosed that, violence against female domestic workers rarely reported to their office. This is because of the factor of lack of awareness of the workers about their rights and legal institutions. In addition, because of their low level of awareness to the role of legal institutions, workers are afraid of reporting the case, because of fear of worst problems after the report. Hence, resolving the violence using legal institution is not strongly preferable by domestic workers:

*Working in the home is not a pleasant job, because there is no free time to think about your individual life for the future. I always express my feeling by crying in my working place, because, no one listen your feeling and your request for help to bring solution. If I exposed the problem of my employer how can I find other job? If I disclose the wrong action of my employer, after that I think I will become excluded person in the city. Because of this reason I keep silent instead of telling the problem for any one.*<sup>268</sup>

Likewise, data collected from FGD participants agreed that they were not fully conscious about their rights and role of legal bodies. As a result they express their feeling merely by crying when they became abused and exploited. They prefer keeping silent instead of disclosing the violence committed by their employers as a result of lack of awareness.<sup>269</sup>

Commonly, the impacts of their educational and family background, domestic workers are not fully empowered to have legal awareness on how to resolve after the occurrence by using legal institutions. It indicates that the capacity to aware of their rights and role of legal institutions does not allow them to go along with the challenge they face from the community after they disclosed the wrong action of their employers.

Equally, data collected from key informants disclosed that, the limitation to resolve the problems through legal institutions is a basic factor for the existence of violence against female domestic workers. This limitation related with level of awareness on the side of the domestic workers about their rights and duties as well as the function of legal institution in the city. Because of this

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<sup>268</sup> Interview with domestic worker (informant 15, female) January, 27, 2013.

<sup>269</sup> FGD with female domestic workers, January, 20, 2013.

factor female domestic workers did not bring the wrong action of their employers to the legal institution for remedies.<sup>270</sup>

Similarly, the key informant data from *Biruh Tesfa* counselor support that low awareness from domestic workers about their rights and duties retard the capacity to solve the violence through legal institution in accordance with legal provisions. As evidence the counselor of *Biruh Tesfa* stated in this way during interview as follow;

*Oh! if you ask me about the question of the mechanism how the domestic workers bring solution when their rights are violated by their employers, you can easily understand simply by observing the cases reported to the court and police offices. Only very few cases are reported to the police and to the court. But the existence of very few documents does not show that the absence of violence; but it indicates that the workers always keep silent because of lack of awareness to bring their problems before the court.*<sup>271</sup>

The above testimony indicates that lack of awareness is considered a factor to use legal institution for remedy and to bring the violators before legal institution for just.

In addition, lack of awareness on the side of employers using legal institutions for conflict resolution is the basic factors for the prevalence of violence against domestic workers. As the result, the employers punished their workers when they believed that wrong action is performed by the domestic workers. As the evidence the police officer narrated during key informant interview as follow;

*From the reported incident to my office, I remember that one domestic employer punished her domestic worker because she suspected the worker stealing of 2000 birr. At that time, she asked the worker to return the money, but the worker tried to persuade the employer that she did not take the money. But the employer did not accept that. As the result they quarrel each other. Because of this reason the employer physically punished and ordered the worker to leave without any salary. After that with the assistance of women children and youth officer, worker*

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<sup>270</sup> Interview with key informant, police... supra note 269.

<sup>271</sup> Key informant interview with *Biruh Tesfa* mentor on January 2013.

*brought the case to our office. Finally the conflict resolved with discussion among them.*<sup>272</sup>

Hence, the two speech of the officer show that most of the time the problem raised between the workers and employers led to the existence of violence towards the workers. This indicates that resolving the conflict through legal means did not become fertile instead using their own mechanism because of lack of awareness to their duties and the role of legal institutions. During this time the workers became the victim as the result the employers did not give care for their rights.

To conclude, still both domestic workers and employers are not effectively employing legal institutions to solve problems because of lack of awareness. Hence, lack of awareness became basic factor which creates problem from both the side of the employers and the workers. Lack of awareness makes domestic workers a defenseless section of the society to experience different exploitation and abuse, and employers to execute different violence against domestic workers.

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<sup>272</sup> Key informant interview, Police officer, supra note 265.

## **CHAPTER FIVE**

### **CONCLUSION AND RECOMMENDATION**

#### **5.1. Conclusion**

From human rights perspective, everyone has the right to work in a suitable working condition with full respect of human dignity. However in the area of the study, the living and working condition of domestic workers are not pertinent to practice their rights as human being. Here, the absence of suitable working and living condition make vulnerable domestic workers for the prevalence of exploitation and abuse. Because of different factors the living and working condition of domestic workers did not able them to exercise their human rights in the area of the study.

In the area of the study, the relationship between the domestic employers and female domestic workers characterized by master-servant type that the employers always give instruction and the workers as a receiver of instruction without any resistance. This master-servant type of relationship is not only the result of the employer attitude to their domestic workers. It is also the workers themselves have their own cultural attitudes to themselves as a low class person in relation with their employers. As a result, the nature of relationship is one important evidence which support that the vulnerability of female domestic workers to be subject to different abusive and exploitive treatment in the home.

In Debre Markos city, physical, sexual, verbal and economical abuses are the common violence that exists against female domestic workers. In human rights discourse, the existence of exploitation and abuse against female domestic workers is a form of inequality and a violation of human rights. Generally, the factors for the violence against domestic workers in the area of the study are interdependent and reinforce each other for the existence of the other violence.

The nature of employment contract, culture of the employers, educational and family background of the workers, absence of labour division, lack of awareness and spontaneous nature of the works in domestic sector are the basic factors for the existence of exploitation and abuse on female domestic workers. Consequently, the working and living condition of female domestic workers exposed them for different exploitation and abuses.

The finding shows that the severity of the impacts of the violence intensified by the poor mechanism of resolving the existence problems on female domestic workers. Most of the time, female domestic workers express their feeling merely by crying when their living and working condition abused by the employers. As a result, domestic workers characterized by keeping silent instead of disclosing the exploitation and abuse committed by their employers as a result of lack of awareness about their rights and role of legal institutions. Still in the area of the study both domestic workers and employers are not effectively employing law to solve the existence of violence. So, female domestic workers in the area of the study are the victims section of the society who need due emphasis from their employers, the society and legal institution to exercise their human rights.

## **5.2. Recommendation**

Based on the finding of the study, the researcher recommended the following basic points for the concerned body in order to take appropriate measure:

- ❖ The finding of the study shows that living and working condition of female domestic workers is not allowing them to enjoy their rights as human being. Their employers do not provide them with proper feeding system, rest room, break time and working hour boundary. So, domestic employers should create proper working and living condition for their workers by complying with domestic workers rights.
- ❖ The finding of the study displays that female domestic workers and domestic employers have less awareness to bring the case to legal institution. As a result, lack of awareness is the cause for the existence of exploitation and abuse against female domestic workers. So, government and Non-governmental organizations such as Women, Children and Youth affair bureau and *Biruh Tesfa* organization should strengthen the efforts through education program by supporting strategies, mobilizing communities and building coalitions so as to increase awareness.
- ❖ In the finding, absence of formal employment contract is the cause for the prevalence of violence against female domestic workers particularly to economic exploitation, and it is also an obstacle to bring the case before legal institutions. Consequently, female domestic workers and employers should give due focus to conclude formal employment agreement.

- ❖ The study disclosed that absence of labour division and spontaneous nature of the domestic works facilitated the exploitation of the labour of domestic workers. As a result, the employers should give planned and fixed home activities for their workers instead of imposing diversified and spontaneous works.
- ❖ The finding revealed that there is no set of maximum number of working hours and minimum wage rates that a domestic employee can be required to work and to receive as a payment in the city. As a result workers experienced inappropriate living and working condition. So, social and labour affair office should establish administrative rule and regulation to handle relationship between home employers and female domestic workers in relation to limiting working hours and minimum wage.
- ❖ The finding of the study revealed that Child labour exploitation is a common phenomenon in the area. Since Ethiopia is party to the Convention on the Rights of Child government organization such as social and labour affair, Women Children and Youth Affair and Women and children supportive police office in Debre Markos should enforce a minimum age so as to avoid Child labour exploitation. Beside, the researcher suggests further research should be conducted on this issue.

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## Appendix I: List of Informants

### Lists of informants

#### List of in-depth interview domestic workers informants

No.	Name	Age	Place of work (kebele)	Experience as a domestic workers (in years)	Educational level
1	Informant 1	14	01	2	Not educated
2	Informant 2	28	01	9	Not educated
3	Informant 3	23	01	3	Not educated
4	Informant 4	22	02	5	Not educated
5	Informant 5	25	02	10	Grade 2
6	Informant 6	14	02	4	Grade 1
7	Informant 7	26	03	6	Not educated
8	Informant 8	12	03	2	Not educated
9	Informant 9	23	03	4	Not educated
10	Informant 10	20	04	8	Not educated
11	Informant 11	20	04	2	Grade 5
12	Informant 12	24	04	3	Basic education
13	Informant 13	13	05	2	Not educated
14	Informant 14	12	05	3	Not educated
15	Informant 15	15	05	7	Not educated

### List of FGD participants

No.	Name	Age	Place of work (kebele)	Experience as a domestic workers(in years)	Educational level
16	Informant 16	20	01	2	Not educated
17	Informant 17	18	01	4	Not educated
18	Informant 18	22	02	6	Not educated
19	Informant 19	16	02	3	Not educated
20	Informant 20	19	03	4	Grade 3
21	Informant 21	14	03	3	Not educated
22	Informant 22	14	02	2	Not educated
23	Informant 23	13	04	2	Not educated
24	Informant 24	12	01	2	Not educated
25	Informant 25	14	05	4	Grade 2

### List of Domestic employers

No.	Name	Age	Sex	Place of work (Kebele)	Marital status	Educational level
26	Informant 26	34	Female	01	Married	Diploma
27	Informant 27	42	Female	01	Married	Degree
28	Informant 28	45	Female	02	Married	10 <sup>th</sup> completed
29	Informant 29	42	Female	02	Married	Not educated
30	Informant 30	35	Female	03	Married	Not educated
31	Informant 31	50	Female	03	Married	Not educated
32	Informant 32	45	Male	04	Married	Diploma
33	Informant 33	37	Male	04	Single	Degree
34	Informant 34	39	Male	05	Single	Degree
35	Informant 35	52	Male	05	Single	Diploma

## List of Key informant

<b>Institution's Name</b>	<b>Position/Status</b>
Debre Markos City Police office	Women and Children Supportive Police officer
Debre Markos City Court administrative office	Senior official of the court
Social and labour affair office	Chair person of the office
Debre Markos City Administrative Women Children and Youth Office Gender office	Gender officer
Debre Markos City Women Children and Youth office	Senior official of Women Children and Youth Affair office administrator
<i>Abma</i> private employment agency	Agency of domestic workers broker
<i>BiruhTesfa</i> population council	Population counselor
<i>BiruhTesfa</i> population training office	Domestic workers counselor and teacher

## Appendix II: Interview Guideline

ይህ ጥናት የሚካሄደው በደብረ ማርቆስ ከተማ ውስጥ በሚገኙ ሴት የቤት ሰራተኞች ላይ ሲሆን፤ የዚህ ጥናት ዋና አላማ በሴት የቤት ሰራተኞች ላይ የሚደርሱ ብዝበዛዎችን እና ጥቃቶችን በመለየት መተንተን ነው። በዚህ ጥናት ውስጥም በመሰረታዊነት ለቃለ ምልልሱ የሚሆኑ መሪ ጥያቄዎች፡

### 1. ከመንግስት ተቋማት ና ከተለያዩ ባለድርሻ አካላት ጋር ለሚቀርቡ የተለያዩ ቃለ-መጠይቆች የሚሆኑ መሪ ጥያቄዎች

ፆታ-----

እድሜ-----

የትምርት ደረጃ-----

የሚሰሩበት ተቀም--

የስራ ሀላፊነት-----

- 1.1. በደብረ ማርቆስ ከተማ ውስጥ አሰሪዎች ና የቤት ሰራተኞች ያላቸው ግንኙነት ምን ይመስላል?
- 1.2. ግንኙነታቸው በምን መልኩ ነው የምትቆጣጠሩት?
- 1.3. እርስዎ በሀላፊነት ባሉበት ጊዜ ሴት የቤት ሰራተኞች ላይ የተለያዩ ችግሮች ደርሶባቸው ወደናንተ መስሪያ ቤት መጥተው ያዉቃሉ?
- 1.4. በወቅቱ የደረሱባቸው ችግሮች ካሉ ምን ይመስሉ ነበር?
- 1.5. ለደረሱባቸው ችግሮች ምክንያቶች ምንድናቸው ብለው ያስባሉ?
- 1.6. የደረሱባቸውን ችግሮች ለመፍታት በናንተ በኩል ወይም በራሳች በሰራተኞች በኩል የተወሰዱ እርምጃዎች ካሉ ምን ይመስላሉ?

**2. ከቤት ሰራተኞች ጋር ለሚደረግ ቃለ-ምልልስ መወያያ የሚሆኑ መሪ ጥያቄዎ**

ፆታ-----

እድሜ-----

የትምህርት ደረጃ-----

የትውልድ ቦታ-----

የስራ ቦታ-----

የስራ ልምድ-----

- 2.1. ወደ ዚህ ስራ ከመምጣትሽ በፊት በምን ስራ ላይ ነበርሽ?
- 2.2. በቤት ሰራተኝነት ለምን ያህል ጊዜ ቆይተሻል?
- 2.3. በስራሽ ወቅት ከአሰሪሽ ጋር ያላችሁ ግንኙነት ምን ይመስላል?
- 2.4. ወደ ስራ ስትቀጠሪ የስራ ውል ፈርመሻል ?
- 2.5. ደሞዝሽ ምን ያህል እንደሚሆን ተስማምተሻል ውይ?
- 2.6. የስራው ዓይነትን በተመለከተ ተነጋግረሻል?
- 2.7. በአሁኑ ሰዓት ስራን በቤት ውስጥ እንዴት አገኘሽው?
- 2.8. ምኝታቦታ፣ የአመጋግብሽ ሁኔታ (አልጋ፣ ብርድል ብስ፣ ምግብ፣ የንጽህና መጠበቂያ ውሃ፣ የመሳሰሉ ትታገኛለሽ)?
- 2.9. እረፍት እና ፈቃድ ታገኝአለሽ?
- 2.10. የስራ እና የትምህርት-ሁኔታ ምን ይመስላል?
- 2.11. የደሞዝሽ አከፋፍል እና ከስራሽ ጋር ያለው ተመጣጣኝነት ምን ይመስላል?
- 2.12. በአንቺና በአሰሪሽ መካከል ምንዓይነት ግንኙነት አለ?
- 2.13. የስራውና የኑሮሽ ሁኔታ በህይወትሽ ለይ ያለው ተጽኖ እንዴት ታይቶለሽ?
- 2.14. በቤት ሰራተኝነት በተሰማራሽበት ወቅት የደረሰሽ ችግር አለ?
- 2.15. በአንችና በሌሎችም የቤት ሰራተኞች ላይ ለሚደርሱ ችግሮች ምንጫቸው ምን ይመስልሻል?

2.16. የተለያዩ ችግሮች ሲደርሱብሽ እነዴት ለመፍታት ትሞክራለሽ?

**3. የግል ሰራተኛ ና አሰሪ የድለላ ሰራተኞች ጋር ለሚደረግ ቃለ-ምልልስ የሚሆኑ መሪ ጥያቄዎች:**

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እድሜ-----

የትምርት ደረጃ-----

የሚሰሩበት ተቀም--

የስራ ሀላፊነት-----

- 3.1. የቤት ሰራተኞችን ከአሰሪዎች ጋር በምን መንገድ ነው የምታገናኙት?
- 3.2. እነዚህ ሰራ ካገኙ በኋላ ለሁለተኛ ጊዜ ዎደናንተ መጥተው ያወቃሉ?
- 3.3. ሰራቸውን ትተው እንዲወጡ ያደረጋቸው ምክንያት ምንድን ነው ብለው ያስባሉ?
- 3.4. ሰራቸውን ትተው ሲወጡ የገጠማቸው ችግር ምን የመስሉ ነበር?
- 3.5. ከአሰሪዎች የደረሱባቸውን ችግሮች በምን መንገድ አሰወገዱአቸው?

**4. ከቤት አሰሪዎች ጋር ለሚደረግ ቃለ-ምልልስ የሚሆኑ መሪ ጥያቄዎች:**

- 4.1. በአሁኑ ሰዓት ምን ያህል የቤት ሰራተኛ አለዎት?
- 4.2. የቤት ሰራተኛዎን በምን መልክ አገኙአት?
- 4.3. ከቤት ሰራተኛዎ ጋር ያላችሁ ግንኙነት ምን ይመስላል?
- 4.4. ከሰራተኛዎ ጋር በስራ ዎቅት ግጭቶች ይኖራሉ ብለዎ ያስባሉ?
- 4.5. በስራ ጊዜ ለሚነሱ ግጭቶች ካሉ ምክንያታቸው ምንድነው ብለው ያስባሉ?
- 4.6. በአብዛኛውን ጊዜ አሰሪዎች ና ሰራተኞች በመካከላቸው አለመገባባቶች ሲፈጠሩ በምን መልኩ ይፈቱአቸዋል ብለው ያስባሉ?

**5. በጋራ ለሚደረግ ውይይት የሚሆኑ መሪ ጥያቄዎች**

- 5.1. የቤት ሰራተኞች የሰራ እና የኑሮ ሁኔታ ምን ይመስላል?
- 5.2. ከአሰሪዎቻችሁ ጋር ያላችሁ ግንኙነት ምን ይመስላል?
- 5.3. የቤት ሰራተኞችን የሚገጥሙ አቸው ችግሮች?
- 5.4. የቤት ሰራተኞችን ለሚገጥሙ አቸው ችግሮች ምክናያቶች ምነድን ናቸው?

**ፈቃደኝነትን መጠየቂያ ቀጽ**

ይህ ጥናት የሚካሄደው በደብረ ማርቆስ ከተማ ውስጥ በሚገኙ ሴት የቤት ሰራተኞች ላይ ሲሆን፤ የዚህ ጥናት ዋና አላማ በሴት የቤት ሰራተኞች ላይ የሚደርሱ ብዝበዛዎችን ና ጥቃቶችን በመለየት መተንተን ነው። ስለሆነም በዚህ ጥናት ውስጥ ለመሳተፍ የእርስ ፈቃደኝነት አስፈላጊ ስለሆነ፤ የጥናቱን አላማ በመረዳት ለመሳተፍ ፍቃደኛ ከሆኑ ብቻ በፌርማዎ ያረጋገጡ

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## **Appendix III: Relevant Documents**