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Push and Pull factors, Psychosocial Challenges and Coping Mechanisms of House Maids in

Woreda 09 area of Yeka Sub City, Addis Ababa

Advisor: Darge Wole (Prof.)

By: Girma Habte

School of Psychology

Addis Ababa University, Ethiopia

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School of Graduate Studies

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09 area of Yeka Sub City, Addis Ababa

Girma Habte

Name of student

Signature

Date

Approved By: - Examining Board

Advisor:

Signature

Date

Internal Examiner

Signature

Date

External Examiner

Signature

Date

Push and Pull factors, Psychosocial Challenges and Coping Mechanisms

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Abstract

The study examines the push and pull factors, psychosocial challenges and coping mechanisms of housemaids in Woreda 09 area of Yeka Sub City in Addis Ababa. Woreda 9 was selected based on the researcher's observation, interest and knowledge of the area. Housemaids, brokers, and government offices were the target population for the study. Finally, four hundred maids were identified as the total number of maid workers based on the data from the eighty nine registered agencies in the Woreda. 196 maids were selected as a final target using Krejcie and Morgan sampling formula. Offices of Woreda Women's, Children and Youth Affairs and Labour and Social Affairs and two broker agencies were selected purposely as key informants. The instruments used to collect information were questionnaire, interview and focus group discussion guide. The instruments were reviewed by psychology and linguistic experts, pilot test was conducted, and content validity of coping measurement scale made and five psychology graduate students rated the relevance, clarity and comprehensiveness of the items. Cronbach's Alpha for the adapted 16 item coping scale was .667. The researcher and other two trained data collectors participated in distributing and collecting the questionnaire. Among the 196 respondents intensive interview was conducted with 13 maids. Focus group discussion was also conducted consisting of ten participants. The study used thematic analysis to organize the qualitative data and the quantitative data were coded and processed using Statistical Package for Social Science (SPSS) version 21.0 to compute descriptive statistics. Personal expectations and impression from returnees (35 percent), teenager's responsibility to support their parents by earning money (32 percent), access to better education (19.6 percent), and limited job opportunities in a rural area (9.2 percent) remain the predominant pushing and pulling factors for adolescent girl's movement. Maids faced emotional and moral abuses (64.7 percent), sexual harassment (11 percent) and physical abuse (17.9 percent) at their workplace. Humiliations and abuse, disrespect and embarrassments affected maid's psychological health. Maids used different methods to cope their challenges and positive reappraisal, seeking social support and problem solving are the three predominant methods of coping that the respondent maids used. In fact the problem is serious and that the attention given to the problem by different stakeholders is, on the whole, limited. Hence, integrated effort of civil societies and government sectors is needed to minimize the psycho social challenges of maids.

Keywords: Housemaid, Psychosocial Challenge, Coping

1. Introduction

The history of domestic work and domestic workers is not a recent phenomenon rather it goes back to human olden times. Domestic workers are persons who work within and out of the private individual households, are those who work as a part-timer or full-timer, employed within their own country or out of it (ILO, 2013). Maids are women and one category of domestic workers and mainly employed for private households (ILO, 2016). Under the broad definition of Convention No. 189, the variety of possible tasks carried out by domestic workers depends on the socio-economic situation of a particular area or country, which determines the kinds of household and personal services demanded by private households (ILO, 2011). Domestic works are sundry mainly includes cooking, providing emotional and physical care for the family members who are in need like the disabled, children and seniors, cleaning homes and washing clothes, husbandry and giving ride service for the family members, much more household routines (Schwenken & Heimeshoff, 2011).

According to Yohannes (2014), the word housemaid or “gered” in Amharic was stated in the ancient literature of Ethiopia including the Old Testament. Tesfaye & Dereje (2007) and Pankhurst (1986) discussed that in contemporary Ethiopia to hire a domestic worker in average middle and upper-income households, is a common phenomenon (cited in Elsa, 2011, p.3). In Ethiopian history of domestic work before the period of the military regime maids were known as ‘gered’. But this was changed during the military regime as ‘Yebetserategna’. The fact the words listed above seems similar in their meaning referring to maid workers it has a negative connotation in Amharic to say ‘gered’ (Yohannes, 2014).

Globally, there are 67.1 million domestic workers employed in 176 countries around the world or 4 per cent of the total workforce (ILO, 2016c). Recent statistics have confirmed, for example, that more than a quarter (26.6 percent) of all female wage workers in Latin America and the Caribbean are domestic workers (and 13.6 per cent in Africa) (ILO,2016). The ILO estimates that about 75 per cent of the sector is in the informal economy and thus represents a significant share of informal employment among women, particularly in urban areas (ILO, 2016a).

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By several indications, the demand for domestic workers to provide personal and household care services will continue to grow in future decades. Some of the main reasons for this projected increase include: Ageing populations and fewer multigenerational households. The proportion of people aged 60 or above will multiply by 1.8 by 2050 and by 2.3 by 2100, as compared to 2015 (UN DESA, 2015). Nevertheless, domestic work is often regarded as an extension of women's traditional unpaid household and family responsibilities, it is still mostly invisible, undervalued and unprotected (ILO, 2016). In Addis Ababa, 124,892 people were employed as domestic workers in private households; 21,361 men and 103,531 women (CSA, 2013). Hence, exploring the push and pull factors, psychosocial challenges and coping mechanisms of housemaids in Addis Ababa will be a great concern to the nation.

1.2.Statement of the Problem

Domestic work generally remains consistently undervalued and poorly regulated, and domestic workers of all ages continue to be overworked, underpaid and unprotected (ILO, 2010). This reflects also the lack of recognition of the essential role that this type of occupation and reproductive work in general plays in any economy (ILO, 2007). According to ILO 2013 report, an estimated 15.5 million children (of which 11.3 million are girls aged 5-17 years) are involved in paid or unpaid domestic work. Of these children 10.5 million are estimated to be in child labour. Mostly in Africa, maids are from rural areas and when they move into urban settings they face the problem of employment opportunities because of their illiteracy (African Union, 2015). According to Felegebirhan and Arsema (2015), in Ethiopia, it is the harmful traditional practices and the synthetic urban way of life both that attracts and drives the women in rural settings to migrate into cities. In Ethiopia, however, flow of remittance from urban to rural areas is almost non-existent mainly due to very low wage (D'Souza, 2010). The US Department of State (USDOS) notes in its July 2015 Trafficking in Persons Report, which covers the year 2014, that “girls from Ethiopia’s rural areas are exploited in domestic servitude and prostitution within the country” (USDOS, 2015).

In spite of gaps in statistics and data, the limited research conducted in Ethiopia on the condition of domestic workers shows similarities with worldwide documented experience in the vulnerability and the type of abuse, harassment and violence committed against domestic workers (Annabel Erulkar and Tekle Ab Mekbib, 2007). In her study on the condition of domestic workers in Addis Ababa, Kidest Mulugeta, for example, indicated the existence of abuse, harassment and violence against domestic workers (Kidist, 2012). Girma and Erulkar also found that in a study of 2,000 commercial sex workers, 44% were ex-domestic workers (Woldemariam Girma and Annabel Erulkar, 2009).

This study, therefore, was intended to explore the push and pull factors contribute to housemaids entering in domestic work, the psychosocial challenges they faced and their coping methods.

1.3.Objectives

The study focused on exploring push and pull factors, and psychosocial challenges that housemaid's encounter and their coping mechanisms. The research more specifically addressed the following major questions:-

1. What kinds of social and psychological problems impel or force migrants to leave their homes and become house maids?
2. What are the psychosocial issues that migrant maids encounter during the course of movement, recruitment and at their work place?
3. What are the coping mechanisms that migrant maids use when they face challenges in their day to day endeavors?

Operational definitions

- Psychosocial challenges include both psychological and social problems of maids. The psychological problem involves physical, emotional, and psychological abuses. Social challenges are problems related to relationships, status and social networks.
- Coping; Thoughts and behaviours that people use to deal with stressful situations or stressors.
- Pull and push factors: factors that contribute for the movement of housemaids from rural to urban areas and entering domestic work.

1.4. Significance of the Study

Beyond the expected contribution to the existing literature in the areas of domestic work, understanding the experiences, psychosocial challenges and coping mechanisms of Ethiopian housemaids will help the concerned government and non-government bodies for their proper interventions. It will help to mitigate the awareness gap of the vast majority of the community about the challenges that housemaids encountered. Recommendations will contribute to the policymaking process more specifically policies like inclusive development, women empowerment and so on both globally and in Ethiopia. Since the study dealt about one of the most neglected category of women and workers it would be crucial for program development and advocacy (law amendment).

Chapter Two

Review of Literature

2.1. Push and Pull Factors for Women Entering Domestic Work

Overpopulation, starvation, destitution, land shortage, legislative farming arrangements, and absence of agricultural assets are the significant pushing variables of inside movement in Ethiopia (Kiros, 2001). Then again, the fast pace of urbanization is basically brought about by poor rustic day to day environments and relentless starvation constraining provincial populaces to move to urban areas looking for alternative livelihoods (Van Dijk and Fransen, 2008, p. 3). As per the CSA's report (2013), look for work, move to live with their folks and family members, marriage plan and instruction, are in a specific order the main explanations behind moving at nation level. The explanation behind relocation appears to shift by age. Those under 14 years old moved to live with their folks and family members. However, look for work was the essential purpose behind the movement of moderately aged populace (age 15-64 years).

Notwithstanding these push factors, the development of urbanization or the improvement of metropolitan regions into more significant business and political focuses' were the pulling factors for movement of numerous rustic regular people in Ethiopia (Berhanu and White, 2000). To Annabel Erulkar, Tekle Ab Mekbib, Nigussie Simie, and Tsehai Gulema (2006), Ethiopian youth between 10 and 19 years moved from rustic to urban areas dominantly for better educational chances (44.9 percent of young men and 51.4 percent of young ladies). 28.6 percent of young men and 32.4 percent of young ladies moved searching for work opportunities. Among the respondents 22.7 percent of young ladies moved in due to early marriage. The study demonstrated that after movement, 13 percent of young ladies and 21 percent of men do not go to class and 19 percent of females who moved for work were not utilized (Erulkar et al., 2006, p. 368).

In 2015–16, the Populace Council embraced a study of migrant; out-of-school young ladies in Ethiopia entitled *The Journey of Out-of-School Girls in Ethiopia: Examining Migration, Livelihoods, and HIV* (Erulkar, Medhin, and Negeri, 2017). The study occurred in

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urban and country territories in six Ethiopian regions and included both qualitative and quantitative information assortment. The outcome shows that after movement from rustic regions, most young ladies enter the labor force as domestic workers since it is a promptly accessible type of work requiring next to zero training. Among young ladies interviewed, 67 percent initially enter the work world in domestic work. In any case, they regularly move into different types of work, with just 38 percent still in domestic work in their subsequent position, post-migration. Between their first and second paid work, a huge extent of young ladies' shift to business sex work (from 7 to 17 percent).

A similar study demonstrated that numerous domestic laborers are urged to move (39 percent), often with false promises and double dealing by employers in urban areas. Among the individuals who were encouraged, 51 percent were promised a better life, a great job (32 percent), great pay (29 percent), and schooling (10%). Notwithstanding, in all actuality, the states of domestic workers are often exploitive and do not profit the youthful worker (Erulkar, Medhin, and Negeri, 2017).

2.2.Domestic Work and Work-Related Psychosocial Risks

The working setting and consequently the nature of work itself are both fundamental effects on the health and wellbeing of working people (Marmot, M. and Wilkinson, R.G., 2006). Coupled to psychosocial risks, issues like work related stress, work place violence and harassment are generally known as major difficulties to work related health and safety, and all the more comprehensively public health (European Office for Security and Health at Work, 2007). There is solid and developing proof to point a relationship in work- related wellbeing complaints and exposure to psychosocial dangers, or an interaction among physical and psychosocial risks, to a wide exhibit of health results for the individual worker. More explicitly, exposure to work related psychosocial risks has been shown to have a potential impeding effect on worker's physical, mental and social wellbeing (World Health Organization, 2010).

A systematic review and meta-analysis (2020) on the relationship between work related psychosocial risk factors and stress-related mental issues discovered moderate proof that work

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related psychosocial risk factors are identified with a higher danger of stress-related mental issues (Henk F Van der Molen, Karen Nieuwenhuijsen, Monique HW Frings-Dresen, and Gerda de Groene, 2020). David R Caruso, John D Mayer and Peter Salovey (2004) and Sparks and partners (1997) controlled a scientific review of a few empirical studies, which demonstrated a significant connection between long work hours and wellbeing complaints; additionally as injuries at work, and maladaptive health behaviors. Health hazards are normally reported when the week after week working time surpasses 48 hours (World Health Organization, 2010).

A study by Siegrist (2008) demonstrated moderate connections between low social support at work and hence the danger of depression (Johannes Siegrist, 2008). More examinations moreover counsel that low social help is identified with anxiety, emotional exhaustion, job tension, low job satisfaction, and increased risk of cardiovascular disease. On the contrary, rape, childhood sexual maltreatment, and domestic violence are among the premier common reasons for PTSD in women (Magdol, Moffitt and Caspi, 1998; Hines and Malley-Morrison, 2001). The probabilities that women can create PTSD subsequent to being raped are in the range of half and 95% according to studies in France, New Zealand, and along these lines the US (WHO, 2002). One examination inside the US of America found that the mental impacts of being assaulted resembled the results of being tormented or abducted (APA, 2003).

2.3.Psychosocial Challenges of Domestic Workers and Vulnerabilities to Abuse, Harassment and Violence

Domestic workers are among the preeminent vulnerable groups to abuse, harassment and violence. The vulnerability of housemaids can mostly be because of the relationship of submission, paternalistic view, low financial status, low level of education, nature of the work and isolation (Maria Jose Ferrer Ramirez, Enrique Estelles Ferriol, Fernando Gullart Domenech, Marina Carrasco Llatas, Maria Morales Suarez- Varela, and Ramon Lopez Martinez, 2003). During a 2006 investigation of 500 child domestic workers in West Bengal (India), for example, it had been discovered that 68 percent had confronted physical abuse, with practically half enduring extreme maltreatment that had prompted wounds and 86 percent of youngster home maids had encountered psychological mistreatment. The study moreover found that very nearly a third of families had no clue about where their youngsters, generally little girls, were working, and 27 percent conceded they realized that they were being beaten and irritated (Save the Children UK, 2006).

Poor regulation of domestic work or absence of specified least legitimate principles of work rights further intensify their exposure to abuse and violence. The ILO information, for example, demonstrate that home-based work keeps on being one among the least protected groups of workers under domestic work laws. The report additionally show poor monitoring and usage of existing laws subsequently setting domestic workers in a profoundly disadvantaged position and presenting them to misuses and violence (ILO, 2011). In particular, home-based work is innately segregated since it is completed inside the place of the employers. Subsequently, domestic laborers will in general work in disengagement and are imperceptible to the overall population. Much of the time, the status relationship model advances acknowledgment to fluctuated maltreatments with respect to housemaids. In addition, paternalistic ways to deal with maid workers representatives – which accept that helpless ladies are helped through the positions or that they are an individual from the family – energize the avoidance of domestic workers from work laws in numerous nations (Kidist, 2012).

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As indicated by the Human Rights Watch report (2014), the principal regular detailed kinds of misuse, harassment and violence submitted against domestic workers all through the world incorporate labour exploitation and limitations on opportunity. Domestic workers are needed to work for extended periods of time and perform substantial remaining tasks at hand. They face limited rest, and leisure time, close by outrageous limitation on freedom of movement and obstruction in private concern as a consequences of the extended periods of time at work and in this manner the nearby oversight by family individuals. The same report indicated that the second sort of misuse identifies with deficient states of convenience which are basic in domestic work. Domestic laborers face disavowal of food and satisfactory everyday environments. By and large, domestic laborers don't have their own room and are compelled to rest store rooms, kitchen, on the passageway, or the other accessible space. Giving only extras or rotten food to domestic laborers or denying them of food as a discipline is exceptionally normal. Thirdly, sexual, mental and actual maltreatments are inescapable (Human Rights Watch, 2014).

Domestic workers face higher exposure to sexual harassment and rape, yet by and large they are doing not report against the business' relations who misuse them because of the social shame connected thereto and along these lines the monetary strain to remain inside the work (Mussie, 2016). Disregarding gaps in statistics and data, the restricted examination directed in Ethiopia on the state of domestic laborers shows similitudes with overall archived insight inside the weakness and along these lines such a maltreatment, harassment and violence submitted against domestic employees (Annebal Eruikar and Tekle Ab Mekbib, 2007). In her study on the state of domestic laborers in Addis Ababa, Kidest (2012), for example, showed the presence of misuse, harassment and violence against domestic workers (Kidist, 2012). Girma and Annabel additionally found that during an investigation of 2,000 business sex workers, 44% were ex-domestic workers (Girma W. and Erulkar A., 2009).

A qualitative study explicit to the work states of domestic workers in Addis Ababa conducted by Elsa (2011) uncovered that ladies in domestic work were mistreated and abused

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by their proprietors and family members dwell in the family unit. They were troubled and overburden, presented to the infringement of basic freedoms and experienced with a wide range of violence and loss of their protection. Austrian Center for country of origin and asylum research and documentation [ACCORD] (2016), noticed that youthful Ethiopian generally female who move from provincial region to various pieces of the urban areas are abused in domestic and business sex work inside their country. A study done by Erulkar and Ferede (2009) found that Ethiopian women who work in private families normally in urban areas were profoundly in danger of constrained sex when contrasted with the individuals who work out of the domestic area.

Domestic violence is maybe the most incessant sort of basic human right abuse in the world. Nonetheless, in many studies the examination of abusive behavior at home is frequently confined to viciousness against relatives like women and children (Tesfaye 2007). Numerous examinations overlook aggressive behavior at home against non-relatives who live inside similar home, for example, domestic laborers (Getachew 2006). In any case, the lower and "outsider" status given to domestic workers make them inclined to various maltreatments. Verbal abuse is very regular kind of violence against domestic laborers. It has been recognized as the commonest of a wide range of violence (Getachew 2006; Tesfaye 2007).

In this study as well, verbal abuse against domestic laborers is discovered to be continuous and inescapable. The most widely recognized types of verbal abuse referenced by domestic employees included annoying and utilization of derogatory labels, jokes on domestic laborers and their missteps. Some other every now and again referenced verbal abuses included: "Advising you to accomplish something resembles pouring water on a stone, for both there is with no impact", "You lazy.... you are so dull You stupid..." The verbal abuse by the businesses towards their domestic laborers mirrors the substandard position they provided for the laborers (Kidist, 2012).

A study conducted in 2018 by Population Council showed that domestic employees announced the most reduced month to month income contrasted with young ladies in different

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types of work: a normal of 495 Ethiopian Birr (ETB) every month (US\$22), contrasted with ETB 529 (US\$24) among waiters and ETB 3,524 (US\$160) among business sex workers in 2018 (Population Council, 2018).

The difficulties that domestics experience in domestic work are assorted. They have difficulties to get to education and other fundamental social services. Much research has demonstrated how child domestic work straightforwardly hinders the youngster's entitlement to schooling – to their individual weakness and to the impairment of society in general (ILO, 2009). School participation rates are especially low among young ladies in domestic service (UN Special Envoy for Global Education, 2012). Most youngster domestic laborers themselves connect extraordinary significance to getting instructed and, sometimes, they and their folks consider that turning into a domestic worker is a method of proceeding with their studies (ILO, 2004).

In actuality, their situation is, more often than not, a genuine obstacle to studying. This may just be on the grounds that employers do not permit them to go to class or preparing, or renege on an underlying consent to do as such (ILO, 2009). Nonetheless, in any event, whenever domestic employees are given the chance, the long working hours and necessities of their employment regularly make it difficult to take up schooling. In Peru, for instance, some domestic workers endure with night schools, yet report that they possess little energy for schoolwork and are oftentimes worn out at school, which has gained it hard to ground (Blagbrough, 2008). Comparable issues are normal somewhere else, where the prerequisites of school, notwithstanding the weight of domestic work obligations, brings about late and unpredictable participation and in being not able to focus (ILO, 2004). Yohannes (2014) has conducted a study on domestic employees in Bahirdar, Ethiopia and the difficulties and possibilities identified with their admittance to schooling. The examination shows that ladies in homegrown work were confronting difficulties in getting to instruction. For this situation among the components that prevent ladies to get to training, their restricted pay and low regularly scheduled installment and failure to cover the educational expense and working for

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limitless hours are the significant ones. As all the above studies uncovered comprehension the psychosocial difficulties of housemaids and recognizing work related psychosocial vulnerabilities would be significant issue to limit the issue and improve the circumstance.

2.4.Domestic Workers and Coping Strategies

Baumeister and Kathleen (2007), defined coping as the thoughts and behaviors that people use to deal with stressful situations or stressors. However, there are arguments in the coping literature in which most psychologists conceptualize coping as the conscious and intentional efforts to manage or control stressful encounters. On the other hand, some theorists argued that it refers not only to intentional but also more automatic and unintentional ways of dealing with stressful circumstances.

According to Pan African Emergency Training Centre (1998), vulnerability and capacity to cope are the two features of the same coin. The more one is vulnerable, the less one can cope, and the more one tends to adopt coping mechanisms.

Hence, an individual's capacity to cope and their vulnerability much more influenced by infrastructural, structural and super structural grounds. The infrastructural causes include age, sex, environment, demographic structure of the community, etc. structural factors include individual socioeconomic status, services available to the community, etc. On the other hand, literacy/illiteracy, culture, beliefs and attitude of fatalism, etc. are the super-structural causes.

Every day we are faced with problems, challenges, and obstacles, otherwise known as stressors, which result in stressful situations. Individual coping strategies are crucial to how a person experiences these stressors. Whether we realize it or not, each time we are faced with a stressor, or a stressful situation, we choose a coping strategy to deal with it. These coping resources can be useful in decreasing stress levels and turn improving both emotional health and wellbeing, but only if they are understood and used properly and appropriately. If used incorrectly coping strategies may become counteractive and result in higher levels of stress. Often, the usefulness and successfulness of a certain coping strategy is determined by the situation it applied (Ryan, 2013).

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The above-reviewed researches indicated that domestic workers are much more vulnerable to various stressors in their working situation. Studies conducted on coping mechanisms of the domestic workers are too limited. Domestic work is a common survival strategy for out-of-school rural girls in Ethiopia upon arrival in urban areas. Originating from poor rural areas and armed with little in the way of education, domestic workers receive low pay and frequently work in abusive situations, including sexual abuse (Erulkar, Medhin, and Negeri, 2017).

However, a study conducted by Abebe (2014) on the psychosocial challenges and coping mechanisms of domestic workers revealed that the majority of the domestic workers use praying, getting help and advice from other people, trying to come up with a strategy what to do, learning through it, and accepting the reality as coping strategy.

Hence, various ways of coping strategies are identified by different researchers to identify the coping strategies used by different target groups. David L Tobin (1984, 2001) categorized coping strategies into fourteen subscales based on the coping assessment literature (Tobin, Holroyd and Reynolds, 1982) and the factor structure obtained using Wherry's hierarchical rotation (Wherry, 1984; Tobin, Holroyd, Reynolds, & Wigal, 1985). Wherry grouped items into eight primary scales, four secondary scales, and two tertiary scales. The primary subscales consist of specific coping strategies people use in response to stressful events. These include:

Problem-solving

Eliminate the source of stress by changing the stressful situation.

Cognitive restructuring

This subscale includes cognitive strategies that alter the meaning of the stressful transaction as it is less threatening, is examined for its positive aspects, is viewed from a new perspective, etc.

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Social Support

This subscale includes items that refer to seeking emotional support from people, one's family, and one's friends.

Express Emotions

This subscale includes items referring to releasing and expressing emotions.

Problem Avoidance

This subscale includes items referring to the denial of problems and the avoidance of thoughts or actions about the stressful event.

Wishful Thinking

This subscale refers to cognitive strategies that reflect an inability or reluctance to reframe or symbolically alter the situation. The items involve hoping and wishing that things could be better.

Social withdrawal

This subscale includes items that reflect blaming oneself for the situation and criticizing oneself.

Secondary Subscales***Problem Focused Engagement:***

This subscale includes both the Problem Solving and Cognitive Restructuring subscales. These subscales involve cognitive and behavioral strategies to change the situation or to change the meaning of the situation for the individual. These coping efforts are focused on the stressful situation itself.

Emotion-Focused Engagement

This subscale includes both Social Support and Express Emotions. These items reflect open communication of feelings to others and increased social involvement, especially with family and friends. These coping efforts are focused on the individual's emotional reaction to a stressful situation.

Problem Focused Disengagement

This subscale includes both Problem Avoidance and Wishful Thinking. The items reflect denial, avoidance, and inability or reluctance to look at the situation differently. They reflect cognitive and behavioral strategies to avoid the situation.

Emotion-Focused Disengagement

This subscale includes Social Withdrawal and Self Criticism. The subscale involves shutting oneself and one's feelings off from others and criticizing or blaming oneself for what happened.

Tertiary Subscales***Engagement***

This subscale includes problem-Solving, Cognitive Restructuring, Social Support, and Express Emotions. The subscale reflects attempts by the individual to engage the individual in efforts to manage the stressful person/environment transaction. Through these coping strategies, individuals engage in active and on-going negotiation with a stressful environment.

Disengagement

This subscale includes Problem Avoidance, Wishful Thinking, Social Withdrawal, and Self Criticism. The subscale includes strategies that are likely to result in disengaging the individual from the person/ environment transaction. Feelings are not shared with others, thoughts about the situations are avoided, and behaviors that might change the situation are not initiated.

2.5. Protection of Domestic Workers - Improving Measures

Nations have taken different measures to improve the circumstance of domestic workers. In the following section the improving measures that various countries considered will be discussed. Brazil has received a protected revision entitling its assessed 6.5 million domestic workers to additional time pay, joblessness protection, a pension, a maximum 8-hour work day and a 44-hour working week (International Domestic Workers Federation, 2013). Spain requires domestic laborers to be paid for reserve time when they are not working yet must be accessible if the need arises. It has fused domestic workers into its government backed social security framework, and is urging more employers to consent by decreasing the administrative charges they pay (IDWF, 2013).

As per the International Labor Organization (ILO) there are around 20 million domestic workers and 600,000 domestic service agencies, around 465 of which are controlled by the All-China Women's Federation (ACWF) (Birte K., et al., 2011). The main destinations for Chinese domestic laborers are Beijing, Shanghai, Shenzhen and Guangzhou. The most serious issue in the area is the absence of work rights and benefits, which is because of the grouping of domestic work as casual work. Long working hours, low wages, an absence of written agreements, low social protection inclusion and in some cases individual and sexual maltreatment are a portion of the troublesome working conditions in the domestic sector (ILO, 2009).

The Instance of Shanghai As in other Chinese urban areas, the domestic area in Shanghai has created at a tremendous speed. Around 450,000 individuals are right now employed as domestic workers, serving in excess of 900,000 family units in a city of around 20 million persons (Xiaoyun, 2010). Notwithstanding, In Shanghai, these measures taken incorporate appropriations for preparing just as for social protection for domestic laborers, assurances and lower financing costs for credits for domestic work organizations and furthermore endowments empowering laborers to utilize the organization's convenience gratis. The Shanghai government likewise targets reinforcing proficient relationship to step by step

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accomplish self-organization in the area. For instance, the Shanghai Domestic Service Industry Association was established in March 2009. Moreover, the State Council set up a cross departmental board at ministerial level for the improvement of domestic work in 2009. Arrangement of a guideline on the organization of the domestic area by the Ministry of Human Resources and Social Security is in progress and being tried at local level, for instance in Shenzhen, Changchun (Jilin province) and Zhenzhou (Henan territory). Professional training and contractual and social insurance obligations for domestic workers are the primary focus (Birte K., et al., 2011).

Chapter Three

Research Methodology

This chapter presents and discusses the research methods employed in the study.

3.1.Design of the Study

Mixed method design is appropriate to use when the one data base explore different types of questions than the other data base. In this case, the study focused on the pull and push factors of maid workers movement and how they are challenged in their work and society at large. Since the study deal with the quantitative data that were related with identifying the push and pull factors and coping methods of house maids and the qualitative data that was related to understanding the psychosocial challenges of housemaids it was relevant to use a mixed method approach.

The philosophical assumption behind this research is pragmatism. Thus, for the mixed methods researcher, pragmatism opens the door to multiple methods, different worldviews, and different assumptions, as well as different forms of data collection and analysis. Hence, the study used different means of data collection i.e. questionnaire that includes both open ended and close ended questions, focus group discussion and interview (both key informant and in depth interview). According to Creswell (2014) a convergent parallel method helps for a comprehensive analysis of the research problem using a mixed methods design in which the researcher merges quantitative and qualitative data.

Likewise, housemaid's interpretation of the situation they have been living, the overall psychosocial difficulties they have faced and the mechanisms used to cope with their challenges is addressed extensively through the above philosophical lens.

3.2.Site of the Study

According to Henn, Weinsten and Foard (2006) the research sites and participants are selected through their relevance to the phenomena and representativeness of the concept. The specific target area for this study was woreda 09 of Yeka Sub City in Addis Ababa. The sub city consists of 13 woredas, 124 sub woredas and 394 sections and 1,344 blocks (Addis Ababa City Administration, 2016).

Limiting the study in Addis Ababa, where thousands of rural women migrants choose to get paid employment makes the study convenient. Hence, the reason for selection of the woreda was because of that I have lived in the area for more than two years and I have observed many young housemaids looking for a job, challenged and abused in many ways including by the brokers. Since then, the working condition of domestic workers was my concern and installed curiosity and interest to conduct a deeper study to understand their stories, challenges and coping mechanisms. The research is however limited to woreda 9 where eighty nine registered broker agencies were found based on the data received from woreda Trade and Industry Office.

3.3. Population and sample

The reason for selection of Woreda 9 as a site of the study is already explained in the previous section. Hence, housemaids, brokers, and government offices were the target population for the study. So as to identify the total number of housemaids in the area the researcher took the lists of registered broker agencies from the Woreda Office of Trade and Industry and eighty nine agencies were identified. Since the researcher had the support letter written from the University, agencies were willing to give the data. Accordingly, based on the data from the registered agencies four hundred maids were identified as the total number of registered maid workers in the woreda. Having that number the researcher took 196 housemaids as a final target for the study using Krejcie and Morgan sampling formula. The formula used was;

$$S = \frac{x^2 NP (1-P)}{d^2(N-1) + x^2 P(1-P)}$$

X^2 = table value of Chi - Square @ degree of freedom = 1 for .05 confidence level = 3.841

N= population size (400)

P= population proportion (assumed to be .50)

d= degree of accuracy expressed as a proportion (.05)

$$\frac{3.841 * 400 * 0.5 * 0.5}{((0.05)^2 * (400 - 1)) + (3.841 * 0.5 * 0.5)}$$

$$\frac{384.1}{0.9975 + 0.96025}$$

S= 196

The other target population was broker agencies. The researcher purposely selected two broker agencies among the eighty nine registered agencies. Those who have high number of clients were selected for interview. That was aimed to find in depth information about the subject of the study. Among the government institutions those organizations working directly with the subject of the study i.e. offices of woreda Women's, Children and Youth Affairs and Labour and Social Affairs were selected purposely. Since those government institutions were working with issues related to housemaids directly or indirectly selecting those institutions will

be helpful and convenient. Furthermore, for conducting focus group discussion ten housemaids were selected using simple random sampling method from the already identified 196 respondents. The same way, for intensive interview thirteen housemaids were selected from those 196 respondents using simple random sampling method.

3.4. Instruments of Data Collection

Questionnaire that includes both close ended and open ended questions were used in order to address the intended research questions mainly identifying the push and pull factors, and psychosocial challenges and coping methods. Interview guide and focus group discussion points were developed in order to understand the psychosocial challenges of housemaids. According to Matt Henn, Mark Weinstein and Nick Foard (2006), qualitatively designed in-depth interview allows respondents to express their ideas on the phenomena within their own perspective. Furthermore, to identify the coping mechanisms of maid workers the researcher adapted and employed Ways of Coping measurement scale designed by Lazarus and Folkman (1985). The designed coping scale comprised of eight primary scales and total of 16 items. Respondents rated to what extent they used the coping strategies or statements described by indicating (Not Used, Used somewhat, Used Quite a Bit, and Used A Great Deal). See annex I (E) on page 75. Therefore, the questionnaires was checked by Psychology experts to check the contents, whether questions will give the data that was required, the progression of questions starting with one theme then onto the next was smooth or easy to understand.

3.5. Reliability and Validity of Instruments

The instruments were reviewed by experts in the School of Psychology before the final data were collected. That was to understand whether the questions will provide the information that was needed, the flow of questions from one topic to another was smooth or easy to understand or if any of the questions were confusing. Based on the results of the review the researcher rearranged the flow of the questions, added questions that enable to get the information needed and corrected the language based on the comment.

In order to ensure the validity for the coping measurement scale the researcher adapted the instrument, two teachers from AAU School of Psychology gave comments regarding the content validity of coping measurement scale and the necessary adjustments were made. The translation of all the instruments including the coping measurement scale was similarly checked by two language experts.

Regarding the coping measurement scale 32 items were pooled and adapted from the Lazarus and Folkman (1985) and from coping strategies inventory designed by Tobins (2001). Lawshe content validity method was also computed to check on the validity of the instrument.¹ In order to ensure the content validity of the instrument, five Social Psychology graduate students rated the relevance or representativeness, clarity and comprehensiveness of the items to measure the operationally defined construct (i.e. coping; thoughts and behaviours that people use to deal with stressful situations or stressors). Hence, the expertise forwarded their comments on the questions that were vague. During the pilot test the researcher has also identified the strength and weakness. In this regard, there were questions that are vague, and irrelevant. Hence, based on the above reasons the researcher minimized the items from 32 to 16 items. Cronbach's Alpha for the adapted Lazarus and Folkman (1985) 32 item coping scale was .783 and .667 for the adapted 16 item scale.

¹ Items with I-CVI higher than 79 percent were appropriate and between 70 and 79 percent revised and less than 70 percent eliminated (Colin Ayre and Andrew John Scally, 2013).

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Pilot test was conducted in order to improve the data collection method and the reliability in general. The pilot test was conducted at Yeka Abado area and the area was selected by considering the proper area for getting relevant information and participants who match the target profile.

3.6.Data Collection Procedure

The researcher himself and other two recruited data collectors participated in distributing and collecting the questionnaire. The researcher trained the recruited data collectors on both the conceptual aspects of the study and the ethics of data collection at Wendyrad Primary School compound. The brokers were willing to provide us the necessary address of the target groups. Accordingly, 163 of the target groups in the selected woreda were evening learners at Wendyrad Primary and Secondary School. Hence, after identifying their address the questionnaire was distributed to 163 housemaids at the school compound. The other 22 respondents were found by the help of the brokers at their office when they were looking for other job.

Only 11 respondents were interviewed at their working place. In this case, even though the majority of the employers were willing and allowed us to collect the data, few of them hesitated and asked us the purpose of the research, some of them were even suspected us as if we were looking something about the employers privacy but by showing them the support letter from Addis Ababa University and elaborating the aim of the study they allowed us to collect the data.

During the data collection respondents were informed about the purpose of the research and it was after securing consent from the selected housemaids that the instruments were administered. During the field work, the researcher supervised data collectors and the data collection process took seventeen days. The interviews and FGD were conducted by the researcher himself. FGD with the maids was conducted in the school compound before they started their class and the interview with the brokers was conducted in their office.

3.7.Data Analysis Procedure

The collected data comprises both qualitative and quantitative. Only the data from 184 respondents were analysed. Twelve questionnaires' were omitted due to incompleteness. Interviews and FGDs were recorded using audio recordings. After collecting the necessary qualitative data the researcher transcribed each oral and written recording. Recordings were changed into organized notes and the organised note translated in to English. After transcribing the data, the researcher developed the major themes. The study used thematic analysis to organize the qualitative data and presented the data in a meaningful way.

Regarding the quantitative data the collected primary data was checked for completeness. Then the data collected were coded and processed using Statistical Package for Social Science (SPSS) version 21.0 to compute descriptive statistics (percentage, frequency, and Mean).

3.8.Ethical Considerations

The researcher used an official letter from Addis Ababa University, School of Psychology to facilitate the data collection. Before collecting the data the researcher introduced and explained the purpose of the study, the amount of time required, and the confidentiality of the information to the respondents. The researcher obtained the consent from all target groups before the data collection. Finally, they were informed about any of the information collected used for the purpose of the study.

Chapter Four

4. Findings

The following section presents background information of participants, the psychosocial problems that impel or force maids to leave their homes and entering domestic work, the psychosocial challenges they encountered in searching job, at their work place, and their coping methods sequentially. The data obtained from the questionnaire, FGD and the interviews are merged and presented as follows.

4.1. Background Information on the Maid Respondents

Table1. *Age, Marital Status and Level of Education of the Maids*

Age		
	Frequency	Percent
≤15 years	28	15.2
16-20 years	118	64.1
21-30 years	37	20.1
≥31 years	1	0.5
Total	184	100
Marital Status		
	Frequency	Percent
Single	173	94
Married	6	3.3
Widowed	5	2.7
Total	184	100
Level of education		
	Frequency	Percent
Grade 1- 8	135	73.4
Grade 9-10	39	21.2
Grade 11- 12	3	1.6
Grade 12 and above	3	1.6
Illiterate	4	2.2
Total	184	100

As described above, 79.3% of member house servants were under 20 years of age of which 15.2% were younger than 15 years. Just 99.3 % of the respondents were younger than 30 years. The above result demonstrated that servants joined the sector at their early age. In accordance with their conjugal status greater part of them (94%) are single, 3.3% wedded, 2.7% widowed. Vis-à-vis educational level of the respondents the majority were at grade 8 or underneath.

4.1.1. Work Experience and Income of Respondent Maids

Sixty- three percent of the respondents have 2-4 years of involvement while 12.5 percent with one year and less experience. This suggests respondents can plainly clarify the difficulties and possibilities in the domestic work. (See Table 2)

Table 2. Respondents by their Work Experience

Year of experience	Frequency	Percent
≤1year	23	12.5
2years-4years	115	62.5
5years-10years	39	21.2
≥10years	7	3.8
Total	184	100

To check if there is an increment in their pay, the researcher brought up issues to participants what their initial monthly pay and recent salary (the salary during the period of data collection). Likewise, the initial monthly pay for 67.4 percent of respondents was 500 birr and under.

Table 3. Respondents Monthly Salary

Respondents Beginning Monthly Salary			Respondents Recent Monthly Salary (at the time of data collection)		
Amount of salary	Frequency	Percent	Amount of salary	Frequency	Percent
≤500birr	124	67.4	≤500birr	25	13.6
501-1000birr	57	31	501-1000birr	91	49.5
> 1000birr	3	1.6	> 1000birr	68	37.0
Total	184	100	Total	184	100.0

However, during the data collection pay of the house maids show some increment as compared to their initial payment (See Table 3). Just 1.6 percent of the respondents were paid in excess of 1000 birr for every month and 31 percent got in the reach between 501birr to 1000 birr when they start work. But, at the time of data collection 37 percent of the respondents were paid more than 1000 birr while 13.6 percent of respondents' gotten under 500 birr for each month. At

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its assumed worth, this cash cannot be considered as lower pay by the nation standard particularly given the assumption that the food and convenience of the workers to be covered by employers, though the amount of money needs to be considered with their working hours.

Demographic Characteristics of in depth Interview, FGD Participants and Key Informants

Table 4. *Demographic Characteristics of In-depth Interview Participants*

No	Pseudo name	Place of origin	Age	Experience/ year	Educational level	Marital status	Initial Salary in Addis	Current monthly salary
1	Alemitu	Illubabora	18	1year	10th	Single	800	1000
2	Beemnet	Debre birhan	22	6years	Illiterate	Single	200	1000
3	Bertukan	Gonder	17	5months	9th	Single	500	1000
4	Betselote	Debre birhan	20	2years	12+	Single	800	2000
5	Hareg	Densa/wello	20	1month	10th	Single	700	700
6	Meseret	Arusi	19	5years	5 th grade	Single	300	800
7	Seada	Dessie	18	3 years	8 th	Single	400	800
8	Sentayehu	Gonder	18	4 years	10 th +	Single	800	1200
9	Tigist	Debre birhan	18	4 years	5 th	Single	800	800
10	Tsegereda	Jiru	18	1year	6th	Single	800	1000
11	Werke	Gonder	19	3 years	10 th	Single	700	1500
12	Yeshimebet	Debre birhan	18	2years	10 th	Single	400	800
13	Zeyba	Dessie	19	2 years	8 th	Single	800	1000

Among the in-depth interview participants 99 percent of the participants were above the age of 18. Participants had maximum of 6years and minimum of one month experience. The highest level of education they reached was grade 12. This suggests that interview participants can explain better and help us understand the real situations in the domestic work.

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Table 5.

Age and Educational Level of FGD Participants

No	Pseudo name	Age	Level of Education
1	Yaleshiw	20	9 th
2	Debre	19	6 th
3	Tiruye	18	8 th
4	Helen	20	8 th
5	Emebet	20	9 th
6	Egisten	21	10 th
7	Desta	22	10 th
8	Birhan	20	5 th
9	Abebu	21	9 th
10	Abay	22	7 th

All of the focus group discussion participants were above the age of 18. Regarding to their level of education all of them were grade 10 or below. Likewise, the key informants educational level were grade 12 and diploma holders with having nine years of involvement in working with domestic workers (See Table 6). This indicates that both the FGD participants and key informants can plainly comprehend the issue under study and share important ideas and experiences.

Table 6

Demographic Data on Key informants/Brokers

No_	Pseudo name	Sex	Level of education	Work Experience
1	Bethelhem	F	Diploma	9 years
2	Yehualashet	M	12 th completed	7 years

4.2.The Psychosocial Factors that Impel or Force Maids to Leave their Homes

The major psychosocial factors for the movement of maids from rural to urban Ethiopia are briefly presented as follows.

Table 7

Main Reasons for the Movement

Reason	Frequency	Percent
Personal expectations and impression from returnees	65	35.3
Desire to support parents	59	32.1
To get a better education	36	19.6
Because of peer influence	7	3.8
other reasons	17	9.2
Total	184	100.0

The above data show that 35.3 percent of the respondents left their home due to personal expectations and impression from returnees (those who moved from their home to the urban areas for work and returned to their localities) while 32 percent did so to support their parents. Likewise, the interview data presented below also supports the quantitative data. Among the 13 interview participants four of them fled from their home and joined the sector of domestic work due to their personal expectation and impression from returnees while three of them to support their families, three for educational reasons, and the rest three was to escape from early and forced marriage and due to lack of job opportunities. Further more, the data from the two key informants indicated that the reasons for movement of maids were different. Yehualashet's ideas presented as follows:

Women from rural parts of Ethiopia move in to Addis Ababa through various reasons. As to my experience some of them moved by looking successful returnee neighbors. This suggests when they see individuals who already work in Addis Ababa as servant improved their way of life, adolescents become anxious to carry on with comparative life. Nonetheless, they never understand what difficulties they could confront. (Yehualashet, Key Informant)

4.2.1. *Personal Expectation and Impressions from Returnees*

Perception towards the urban way of life affected decision of maids. Thirty five percent of respondents moved from their place of origin to fulfil their personal desires and meet their expectations. Thus, Sentayhu's and Yeshimebet's experience shows how their perception towards urban way of life affected their decision to move from their origin.

I had great expectation about urban way of life especially when I heard about Addis Ababa. I was so eager but in reality things are totally different... (Sentayehu)

The same is true for Yeshimebet who moved due to her expectation about urban life. She had decided to move to Addis simply by looking her acquaintances external appearances and material assets of the returnee maids, without clear understanding of their realities. Hence, she was frustrated by the mismatch between her perception and the real challenges in the sector. Yeshimebet described her experience:

When I saw returnee maids support their parents with different resources and fashion cloths, I thought life in urban will be very nice but I found it miserable. (Yeshimebet)

For some of the participants taking returnee maid workers as their role model was the cause for their decision to move from their origin. Debre has shared her life story as follows:

... We never know in what situation people leave their home but when they returned to their home they look very smart with their clothing; then we become eager to live like them. By the way in our locality when people decide to leave their home it was usually without the consent of their parents. (Debre)

In addition, Tiruye's story shows how the social pressure influenced women to move in to Addis Ababa.

Many of us came to Addis undoubtedly seeing the returnees. When they returned to their home, they look good and supported their parents. For that I got the moral inspiration to support my dear parents and have a better life like my fortunate friends.

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However, I got no accurate information about my friends' life situation in Addis. But I taste the adversity after I went to Addis. (Tiruye)

4.2.2. Desire to Support Their Parents

Movement of housemaids to support their parents was the second factor. 32 percent of respondents moved from their place of origin to Addis to support their parents. Eventhoghuh the reason for their movement varies, 77 percent of respondents' described that they share their money to their folks while the rest saved their cash. As it is explained in the previous section the quantitative data further strengthened and supported by interview participants.

Yeshimebet, an 18 years old girl from Debreberhan (10th grade), and a housemaid in Addis Ababa, with two years of work experience narrated her reason to leave her locality:

My father died when I was a child. Since then my mother has been taking care of me and the rest of the family. Because of that reason I left home to support my mother. (Yeshimebet)

Moreover, interview participants were asked about their monthly income and how they manage the amount of money they received. Accordingly, 9 out of 13 respondents supported their folks while the rest saved their money in a bank and others used to satisfy their personal needs.

4.2.3. Feeling of Insecurity and Interest for Accessing Better Education

19.6 percent of the respondents moved from their localities to Addis Ababa to get better education. Besides the quantitative data, Egisten and Seada were house servants and FGD and interview participant respectively. Their experience further indicates that young maid's movement were for having better education and due to feeling of insecurity. Sead's experience indicated how the distance of the school from her house, financial insecurity and vulnerability to sexual violence affected her decision to leave her origin:

I was 9th grader but the school was far from my house. Due to that I had to rent a house near the school or travel many hours a day on foot to attend school. My parents weren't happy to allow me attend school in either way. Since it was very difficult for me

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to go school far from my locality because of fear and vulnerability for sexual violence practices in the area I quit my schooling and left home. (Seada, Housemaid)

Seada's life experience shows that adolescent girls have a challenge related to accessing high schools near their localities. Due to that youngsters are expected either to walk many hours or get a house to rent far from their home and around the school. But that is not also the only problem. Fear and vulnerability related to sexual violence during their day to day travel is another issue that pushed women to look different options that contributed for their migration in to urban areas.

I am 21 years old and tenth grade understudy. I came in to Addis with my auntie who vowed to assist me with better education. I was depended upon her yet she couldn't fulfill materials for my tutoring be that as it may. I drop out from school however, with the assistance of my companions I become enrolled in another house. (Egisten, FGD Participant)

4.2.4. School Failure and Peer Pressure

Among the respondents 3.8 percent migrated due to school failure and peer pressures. Werke, a 19 years old girl from Gonder, explained how school failure impacted her decision to migrate from her origin:

I don't want to hear people talk about my educational failure. That is why I left my home. But life is difficult in Addis. (Werke, Housemaid)

One of the FGD participants shows how peers influence affected her decision:

...I left my home in 2014. I have been working as a maid since then. I thought things will be trouble-free when my friend told me about the situation of maid workers and the possibilities in Addis. I was inspired when she told me how she won her life challenges and become successful. I started work for the first time in Dessie (a city and a Zone in north – central Ethiopia, located in the Amhara Region) with 150 birr per month. I paid 80 birr for tuition fee and nothing was left for me... (Emebet, FGD Participant)

4.2.5. *Escaping Early and Forced Marriage and Limited Job Opportunities*

Among the respondents 9.2 percent of them reason out that they moved from their localities to Addis Ababa for different reasons. In such manner, the information from interview participants, FGD and key informants demonstrated that escaping early and forced marriage, and limited job opportunities in rural areas were reasons behind the movement.

Bethlehem is one of the key informants. According to Bethlehem, women typically moved from their vicinities into Addis to escape forced and early marriages. She stated maids came with difficulty to Addis Ababa to get their Travel Visa to Arab countries and till they get their visa they look for a job in Addis Ababa. She has shared her experience as presented below:

Housemaids flee from their home because of forced and early marriages while others for economic problems. Some typically moved due to divorce and economic insecurity of their parents. But some adolescent girls were also moved from different corners of the country and entered the domestic works until they arrange their plan to migrate to Arab countries. (Bethlehem, Key informant)

Bethlehem further narrated that those maids who have detailed information on how to go Arab countries and chose to use the legal channel flee to Addis Ababa where the embassies are found. Those who need the illegal channel also chose Addis Ababa as their transit. On the other hand, job opportunities and the payment for the available domestic works are better in Addis.

I fled from my home since I did not have enough money to open for my private business. Even if I eagerly tried working in a domestic work in my locality, it was very challenging to get a reasonable salary that can improve my life. You can't have a fair salary like in Addis, and that is why I escaped from my home. (Hareg, Interview Participant)

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Werke shared her thought on prospect of going back to her home area as follows:

Once I have the work experience and earned income, it would be very challenging to return home. I don't want to be idle because there realistically are no possibilities and no job opportunities in my place of origin. (Werke, Interview Participant)

Werke's practical experience signifies the limited job alternatives in rural areas and adolescent girl's interest to improve their personal life remain factors that influenced the decision for movement.

4.3.Psychosocial Problems in Searching a Job and at Work Place

4.3.1. Challenges in searching job

Table 8

Challenges in searching a job

Have you faced any problem in searching for a job?		
	Frequency	Percent
Yes	63	34.2
No	121	65.8
Total	184	100.0

Among the respondents 66 percent expressed that they did not face any challenge in searching a job while 34 percent stated that they had faced many challenges in looking for a job. The data collected from the interviews and FGD show that among 13 interview participants merely three of them stated their challenges in searching a job while other did not. The major points highlighted as follows.

4.3.1.1. *Problem of finding a proper place to live*

Nearly sixty percent of the respondents reasonably described that the best way to find a job in Addis is through kinship channel than through brokers. In searching for a job maids used different alternatives to find a proper place to live economically until they find a job. Sixty percent of them preferred staying with their relatives and others shared money and rent home with their acquaintances until they find a job.

Their justification was precisely that brokers asked them a commission, and for that they worked with the people whom they know. The data show that 28.8 percent of the respondents experienced the problem of shelter since the living cost in urban areas is relatively high and they could not rent houses or reserve hotel rooms. Among 13 interview participants three of them stated that even though they stayed with their relatives, it was stressful for them because of their dependence and inability to overcome their life challenges.

Yeshimebt stated that:

... I used to live with my brothers for two months. During my stay they supported me to get what I need. But since I know what urban life seems it was very difficult for me to live with them without a job.... You can say life in Addis is a new adversity. There are many hardships, challenges, difficulties (ገብቻ በጥቅሉ የአዲስ አበባ ኑሮ አዲስ መከራ ማለት ትችላለህ). (Yeshimebet, Interviewee)

Participant housemaids clarified that the vulnerability to abuse and exploitation are equally common even if they stayed with people whom they know.

... Using my relative's network, I used to work as a maid at Jemo condominium and what I have experienced was a miracle. All the time the owner of the house forced me to carry on ten liters of water from the ground to the third floor. Because of that, I was sick and faced a cardiac problem. Then I told to my relative, and she helped to get out from there. (Beemnet, Interviewee)

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Since the participants were from different regions of the country, finding a place to live until they find a job was a prominent issue. They spend their money on food, transportation and hotel room services, etc. Sentayehu also explained:

... Until I got the other job, I spent my money to pay for hotel rooms, daily food, transportation and payment for brokers. That is why I can't even save my money.
(Sentayehu, Interviewee)

Another housemaid, Emebet, said:

... I have collected 3,500 birr of my two months' salary but on my way for school registration the thieves stole all my money... I used to stay in a hotel with the money that people collected for me. During my stay in the hotel, I met an individual, and he gave me 500birr and I spent some days in his home... finally, I got a job around Golagul or specifically known as Hayahulet /22/ area of Bole. However, one month later the owners gave me an order to wash their cloths and leave their house in the evening. They know that I had no one in Addis but forced me to leave. Therefore, I made a call to the person whom I know in the hotel and slept with him. (Emebet, FGD Participant)

Housemaids have faced so many challenges in searching for a job as Emebet described above. It forced them to engage in deviant practices like prostitution. As Girma and Erulkar (2009) stated women in domestic work were more likely to join prostitution mostly in urban areas.

4.3.2. Challenges in Making an Agreement

Based on the information from broker agencies, women from rural parts of Ethiopia with their low level of educational backgrounds would have the following major job alternatives in Addis i.e. serving as a daily labourer, house servant as part timer, bed making, waitress, and coffee making at hotels.

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Lack of warrantee, potential employers' deception during the deal, shortage of money to pay for the brokers, challenges to work in part time and instability in their workplace are also the challenges they have faced. Hence because of the hardship that they have faced in their working environment forced to stay in the circle of exploitation or frequently quit their job with untold difficulties. The agonies of maids didn't end after they find a job. Abuse and economic exploitation of housemaids by their prospective employers begins during their deal. Employers' deceived maids through hiding the actual information about their household situations during their deal. That was basically not to pay a fair salary. It is after signing a mutual agreement and remunerate the commission to the brokers that maids properly understand the hidden realities in the households they work. Meseret has revealed:

... I don't want to work as a maid because employers are not honest. During the deal they gave us information but mostly when we arrived home what they told us before was unrelated with the work that we do. (Meseret)

Meseret further explained that during the deal the employers told maids wrong information about their family size, workload, and willingness to support maids attend school and the specific types of work. When there is a large household size it would increase maid's workload. The burden of washing cloths of the family and preparing food for each household member would increase the workload and create high stress for maids. Because of that employers usually hide information about their household situations until maids sign an agreement.

Such deliberate intention and act of deception affected maid's life in two ways. Primarily they wouldn't get a fair salary, but they also stay in a situation they didn't want since they paid a commission to brokers. Further, they were vulnerable to psychological, economic and physical exploitation.

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There are two ways that maids used to pay commission for the agencies. If they have enough money, they will directly pay otherwise the employers will pay and deducted that from their monthly salary. Therefore, when they tried to change households for various reasons, they would experience financial difficulties since they are supposed to spend 15% of their salary for brokers and other expenses for food, hotel rooms and transportation.

Maids can easily change their work if only they have money to pay for brokers. When employers covered the payment for the brokers, maids are forced to stay in work until they cover what employers covered for them even if they are unwilling to stay. Such practices remain their source of distress and affected their psychological wellbeing.

4.3.3. Challenges at the Work Place

Among the respondents 64.7 percent faced emotional abuses. 11 percent of them have faced sexual harassment and 17.9 percent of respondents physically abused at their workplace.

4.3.3.1. Vulnerability and Practices of Abuse

Sexual violence is defined as any sexual act, attempt to obtain a sexual act, unwanted sexual comments or advances, or acts to traffic, or otherwise directed, against a person's sexuality using coercion, by any person regardless of their relationship to the victim, in any setting, including but not limited to home and work. Coercion can cover a whole spectrum of degrees of force.

Housemaids are vulnerable groups to sexual harassments and practices of violence. Meseret described her experience:

... When the owners went out of home, the younger man among the family members steadfastly insisted to have sex with me. One terrible day he approached aggressively and forced me to have sex but I shouted fiercely and he tactfully left. He was huge... though finally he didn't hurt me and I left peacefully that house. (Meseret)

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Maids change their working environment due to various reasons. Most of the time they change because of their frequent vulnerability to sexual harassment and violence. Their vulnerability increases when they work in a bachelors' house.

There were so many reasons to change a household and join another. For instance, in the last household, the owner was single and he drunk every night. One day he tried to rape me because of that reason I have left that house. (Beemnet)

The acts of harassment and violence affected the maid's physical and psychological health in various ways. Along with their financial insecurity, working with in the private households, limited social networks they have, maid's vulnerability and frequent practice of violence and harassment make them susceptible to psychological stress, anxiety, lack of sleep and intense fear. Beemnet said:

... In the last household I used to work, the owner of the house was living with his only child. Whenever he came home at night usually, he was drunk and smoked cigarettes. One day he had tried to harass me. Due to that I was stressed and could not rest well. I couldn't sleep before he went to his bed since I felt that I am not safe. Usually, I used to sleep on the day when he was not home. I feel distressed, worried a lot and lost sleep every night I saw him drunk. (Beemnet)

Tigist, one of the FGD participants has also described the deliberate act of sexual violence that she has encountered:

I was so young, but her husband (the owner of the house) has tried to harass me. One day the man told his wife to stay in their shop then came home and ordered to arrange his bedroom. Suddenly he tried to rape me, but he left me there when I shouted. (Tigist)

4.3.3.2. *Emotional and Verbal Abuse*

Insulting and humiliation are the very common types of emotional abuse that maids frequently faced and highly affected their psychological wellbeing. By using derogatory words employers touched the maid's psychology negatively. Conflict in the work situation remains the source of their stress.

Among the respondents, 65 percent of them explained that insulting was common practice.

Tsegereda has also explained her practical experience:

The very challenge is nagging. Employers mistreated and insulted me. They said they didn't expect me to sit and eat although I worked for long hours. They insulted, abhorred and despised me. When I left their home, they even took my mobile. They were so baleful, churlish and unkind. (Tsegereda)

Tsegereda's experience shows that how the nagging and ill-treatment affected her. Such kinds of humiliations and abuse create feelings of neglect and inferiority that would harm maid's psychological wellbeing. Disrespect and embarrassments are also common. Sentayehu shared the difficulties she faced:

Overall, there was much abuse and ill-treatment. They do not consider maids even as human. People degraded us in a way that hurts' our feeling verily. In our vicinity we were valued and loved as we do the same to others. But in Addis even if we gave them respect, people didn't respect us. (Sentayehu)

Relegation, disrespect and denial of love or neglect affect the maid's psychological health. Werke's experience signifies how an employer's perception and actions of impertinence affected her:

People didn't consider us as equal to others. They didn't perceive us as human being; they failed to think as we are equal. When I think about this, I feel very bad but there is another truth that all people are equal. (Werke)

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4.3.3.3. Suspiciousness and Lack of Recognition of Their Work

Maids are denied recognition of what they did in their work situation. Some of them were mistrusted by their employers. Because of that distrust they felt isolated. Among the participants 52 percent explained that they felt dejected. Such feelings of dejection, lack of affection and care from the employers affected their psychological wellbeing. Yaleshiw described how the denial of recognition affected her feeling:

...Although there was high work load employers didn't give recognition to my effort and never said thank you for what I have done. For example, when I asked them to buy cooking oil they accused me as if I am irresponsible. (Yaleshiw)

Feeling of isolation and rejection affected maids psychological wellbeing. Sentayehu explained:

... I didn't feel that I was a member of that family. They didn't care about the relationship as far as I did tasks properly... (Sentayehu)

The same way Tigist also argued how she was challenged in her work place comparing her situation before migration. She said:

Life in countryside and in Addis has a big difference. In the countryside you can have peoples support and live through mutual care but in Addis nobody cares about you. (Tigist, Housemaid)

Lack of trust by their employers created psychological stress for maid workers.

Yaleshiw stated that:

... One day they bought stained teff, and I baked enjera with it. But they see something black holes in the food. They didn't ask me the reason rather they lost their trust on me. During that, I cried and feel dejected. (Yaleshiw)

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4.3.3.4. *Economic Abuse*

Denial of salary:

Forty percent of participant maids were vulnerable to economic exploitation.

Tigist described her challenges as follows:

One day the owner of the house asked to save my monthly salary and I agreed. I used to work for ten months. Later on I asked her to return the money she kept for me. But she refused to pay all the money. (Tigist)

When maids lose their salary due to many reasons they used different techniques to get their money. Some of them simply accepted the problem but others went to the brokers and the brokers helped them to get their salary. There are also maids who tried to get their salary through the help of police and their relatives. Zeyba said:

... Employers are really badgers. There was a high workload, but they didn't pay me the salary on time. I had never received my salary peacefully. Mostly I used to get my money through the help of police. (Zeyba, Housemaid)

Sentayehu has also similar experience and explained what she has faced as described below:

Whenever I tried to leave the household, owners/employers didn't pay for what I have done. Insulting and beating was also very common. (Sentayehu)

4.3.3.5. *Lack of leisure time*

Among the participants, 54 percent explained they have a day off once a month. However, most of them didn't use their break time for different reasons. It was mainly due to the limited social networks they have, and the inadequate time allowed for breaking time. But 46 percent of respondents explained they didn't use their day off though they wrote it their contract agreement. They argued employers were not also willing to give them break time. Werke expressed why and how she spends her break time as follows:

I had a day off once a month but I didn't use it properly because the time was very short. They expected me to take a break from 10:00 am to 4:00 pm. (Werke)

4.3.3.6. *The Unlimited Working Hours*

The major problem maids faced in their working situation is their unlimited working hours.

Table 9

Average Time of Waking Up and Going to Bed

Time of waking up			Time of going to bed		
	Frequency	Percent		Frequency	Percent
5:00am	78	42.4	8:00 - 9:00pm	18	9.8
6:00am	90	48.9	9:01-10:00pm	60	32.6
7:00am	14	7.6	10:01 - 12:00pm	83	45.1
After 8:00am	2	1.1	After 12:00pm	23	12.5
Total	184	100	Total	184	100

Though the average daily payment of housemaids is less than \$1, 49 percent of participants start their work at 6 am early in the morning and about 45 percent of respondents going to bed usually 10:01 - 12:00pm.

Seada expressed her experience:

Usually I awoke at 6:00am and went to my bed at the mid night because the owner usually chews chat. ... I used to prepare food for the children and escorted them to school. I spend the day doing the same routine that is preparing food for the owner, cleaning home and washing clothes etc. (Seada)

Yeshimebt described how inability to communicate with her relatives affected her emotional wellbeing:

...During my stay I hadn't break time. They did not allow me to communicate with my relatives. The owner of the house had taken my cell phone. I used her phone to talk with my relatives. (Yeshimebet)

Unfortunately the agony that maids faced is much more related to their work load.

Emebet depicted the extent of exploitation she faced in a very meaningful way. She said:

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She (the owner of the household) was a married woman and parents of her husband used to live in a neighbourhood. I used to work all the household chores for the couple. But they forced me to wash clothes of the extended family with no additional money. I had a bad pain in my neck. Due to that I could not even look down easily. I left again that home and started work in another household. (Emebet)

4.3.3.7. Access to Education and Other Social Services

Albeit maids have the right to get an education, societal influences affected their life in different ways. Due to their long working hours, little payment and the weak protection of their rights by the government maids faced the problem of access to education and other social services. Unable to build and strengthen their social capital and creating important social networks, visiting religious places, and communication with their families are their challenges.

Inadequate time to study and attend school, little monthly payments as compared to their working hours and limited capacity to cover the tuition fee, employer's reluctance and negative perception are the issues that influenced housemaid's access to education.

Beselot explained why she quit her schooling:

... It's very difficult to work as a maid and attend school unless you have a good income... I did my best, but it was very difficult to adjust the time... (Betselot)

Tiruye described with considerable frustration and she said:

... I am expected to serve the family until 11pm and I did not have enough time to rest. I don't think it is an excellent job. (Tiruye)

She has explicitly described how employers' negative perception affected her interest even after they willingly agreed to support her to enrol in school in the evening program. She said:

... Some employers are unwilling to support us to enrol school. There are brilliant students in a night school though pessimistic people didn't recognize it. Some people think that most of us went to school to do something not good... (Tiruye)

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As Tiruye explained above, there is also a prevailing stereotype related to maid's schooling. Tiruye and other willing FGD participants agreed that there was a social stereotype of maids schooling. Respondents said that for some employers the aim of those girls who attend the evening class is not principally to learn rather it is merely to have sexual practice with their acquaintances.

Such kind of hasty generalizations will hamper maid's journey to access formal education in a way that discourages their commitment and affect their mind. In fact, school environment has a vital role for those maid workers who have unduly restricted social networks. It helps to create friendship and their own networks in a way that allows them a fundamental freedom to share their ideas with their acquaintances, to discuss experience on their daunting challenges, to talk about their working situations and future actions and so on. This would inevitably affect their psychosocial lives in different ways.

On the other hand domestic worker's desire to complete schooling was used as leverage against them by their employers. For instance, Tigist stated that:

*Most of the time there is a language that employers used “**letimihertua setil tekemetalech**” which means she will never leave the house as far as she needs to complete her schooling. Therefore, for that reason they deduct my salary too. (Tigist)*

Even if it is a shared responsibility to educate those adolescents, employers misused it as an instrument of exploitation of the adolescent girls. Tigist's experience shows how young girls are invariably suffering in their homeland to deal with their life difficulties.

Letmihirtua setil tekemetalech implies what so ever happens to the maid even without salary increment she will not leave the house since she shows an earnest desire to enrol in school. The social challenges are also diverse. Emebet has explained how it was difficult to worship and visit religious places. In a collective and religious society like Ethiopia, religion remains the source of relief for peoples who face stress in varied situations.

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However, to set a stringent restriction to worship and visit a religious place can affect maid's mental wellbeing. For many of them it is merely during their day off or when they leave their job that they can visit such places.

They did not allow me to walk in to church and worship God rather they expect merely to perform the home work... (Emebet)

Domestic workers could not communicate with their relatives and do not have freedom, their mobiles were taken by employers, they were not using their day offs because they didn't have enough social networks.

... Even if employers allowed me to attend school, I was unhappy. Because they nagged me every time I intend to go to school and blame me for the uncompleted household chores. I did not have enough time for reading. That is why I focused on my job first. (Seada)

4.3.3.8.Limited Skill

Maids faced challenges related to knowledge and skill. Emebet argued that lack of skill and knowledge to use modern technologies in urban areas is a challenge that she has faced. She said:

... Since we are from rural areas, we reasonably expect potential employers to train us how to use modern household tools. Because of that, we expect them to show the way to us, but some of them are unwilling to do so. (Emebet)

Employers usually have their own requirements to select maids and offer the good salary for their experienced workers. Those who have excellent skill and practical knowledge to use modern household tools would receive a more reasonable salary. But those who haven't any exposure on how to use the equipments are likely to receive a minimum salary or they work without monthly payment until they develop their skills.

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4.3.3.9. Deprivation of Privacy and Basic Materials

Deprivation of privacy was a source of the psychological problem for maids. Thirty two percent of the participants argued that they usually faced lack of privacy in their working conditions such as lack of sleeping room and restriction to communicate with their relatives.

Meseret's experience indicated that maids were challenged through lack of bedrooms and clothing. She explained:

I don't want to work as a maid because employers are insincere. For instance, in the last household that I left, I used to work hard but I didn't have bedroom. I usually sleep in a tapestry where they chewed chat all the day. I didn't have enough cloth. (Meseret)

Tigist has also mentioned that lack of food was a problem that affected her psychological health.

... The owner of the house used to count Enjera when she intended to get out from home and it was very hard to get food. (Tigist, Housemaid)

4.3.3.10. Instability

Due to numerous reasons and the diverse kind of abuse and exploitations they faced maids are not willing to work in single household for a prolonged time. They chose to change different households frequently within a short period of time. 75 percent of the respondents had less than four years of experience and beginning from their first date of employment 93 percent of the respondents served two to five households. This indicated that they frequently changed their job due to different reasons.

Participants have described their experience:

Employers were not good to me. I used to work in a Sudanese household. After five days he started to insult me and said he didn't want Ethiopian maids. The owner speaks a lot and I was stressed. Finally, I told to my brother and I left that home. But they refused to pay my salary. (Seada)

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In general, the psychosocial challenges of the housemaids can be categorized in to two i.e. the challenges in searching a job and at the work place. The predominant challenges for the maid workers were the problems they faced at their working place. The unlimited working hours, sexual, moral, and emotional abuses remain the major challenges. The physical abuses, economic exploitation, limited access to education and social services, deprivation of privacy and instability were the challenges that maids faced.

4.4. Coping Methods of Housemaids

As indicated above the major sources of psychosocial problems or stress among the migrant house maids were: their vulnerability to practices of moral, emotional, and sexual abuse and exploitation. The long working hours and financial and job insecurity, departing from relatives and loved ones were also the sources of stress for participant maids.

The result of the study shows that maids have used different coping methods when they get in to stressful situation. Praying, requesting support from police and broker agencies to get resolve disputes, accepting the challenge, leaving their job, changing job, requesting their relatives advice and sharing places to live and crying were the common coping methods for participant maids.

A summary of scores on coping method of house maids is presented below.

Table10. Scores for Coping Methods

NO_	Scale Items	N	Result	
			Mean	Std. Deviation
1	Tried to make myself feel better by crying,	183	2.46	1.01
2	Tried to forget the whole thing	183	2.43	0.97
3	Changed or grew as a person in a good way	183	2.46	1.06
4	Talked to someone to find out more about the situation	183	2.63	0.98
5	Realized I brought the problem on myself	183	2.38	1.07
6	I tried not to act too hastily or follow my first hunch	183	2.33	1.11
7	I thought about how a person I admire would handle this situation and used that as a model	182	2.16	1.01
8	I made a promise to myself that things would be different next time	182	2.91	0.97
9	I let my feelings out to owner somehow	182	1.87	0.95
10	I just requested a monthly leave	182	1.96	0.93
11	I just have bad luck and I accepted it was because I am poor	182	2.32	1.07
12	Found new faith that it will be over when I secured my own source of income	182	3.12	0.97
13	Even though I knew that was very risky, I tried to leave my job	182	2.37	1.14
14	Drew on my past experiences; I was in a similar situation before	182	2.5	1.07
15	Talked to someone who could do something concrete about the problem	182	2.91	1.03
16	Came up with a couple of different solutions to the problem	181	2.83	1.12

Among the primary scales positive reappraisal, seeking social support and problem solving are the three common methods of coping that the respondent maids used. Positive reappraisal is one type of problem focused engagement strategies. The three common methods that maids used refer to engagement strategies. The engagement subscale includes problem-solving, cognitive restructuring, social support, and express emotions. The subscale reflects attempts by the individual to engage the individual in efforts to manage the stressful person/environment transaction. Through these coping strategies, individuals engage in active and on-going negotiation with a stressful environment.

Using problem focused engagement strategies are can help maids to manage their challenges. Problem focused coping strategies involve cognitive and behavioural strategies to change the situation or to change the meaning of the situation for the individual. This implies that these coping efforts are focused on the stressful situation itself and it will help them to alleviate their problems, change their working situation or maintain their psychological wellbeing through changing the meaning of their stressors.

Using the positive reappraisal and social supports as their coping strategies has its own advantage for the maids. This may be because of our collective culture norms. In countries like Ethiopia that the culture promotes collectiveness using positive reappraisal and seeking social support may be preferred way of coping though using coping strategies defer on individual basis. This is due to the culture, religiosity and collective nature of the society. Social support is often identified as a key component of solid relationships and strong psychological health. Research has also demonstrated the link between social relationships and many different aspects of health and wellness. Poor social support has been linked to depression and loneliness and has been shown to alter brain function and increase the risk of alcohol use, cardiovascular disease, depression and suicide (APA, 2019).

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Social support refers to the psychological and material resources provided by a social network to help individuals cope with stress. In Ethiopian culture, people are often mutually reliant on their relatives and neighbours. This collectivistic aspect of the culture is described as ‘mahiberawi nuro’ literally meaning ‘collective life’. Such social support involves helping a person with various daily tasks when they are ill or offering financial assistance when they are in need, giving advice when they are facing a difficult situation, providing caring, empathy, and concern for loved ones in need (Nina, 2018). It is common for a family to send their daughter to a different city to care for a relative if they fall sick. Individuals may also receive social, emotional and financial support from the broader community and public when going through particular hardship. Local churches and mosques often play a key role in mobilizing community support. Due to that it is helpful for maids to cope with their psychosocial challenges through seeking social support.

Chapter Five

5.1. Discussion

The major aim of this study was to understand the pull and push factors, the psychosocial challenges and coping strategies used by maid workers. Domestic workers faced exploitation, exclusion and psychological, physical and moral abuses in their working areas. In order to deal with the challenges they used problem focused engagement strategies including positive reappraisal, seeking social support and problem solving.

The result of the study indicated that poverty (financial insecurity of their parents), and maid's responsibility to support their close relatives by earning money, escaping early and forced marriage, limited job opportunities in a rural area and peer pressure remain the pushing social and psychological factors. Conversely, the expectations about urban ways of life, alternative job opportunities and access to better education in Addis Ababa were the major pulling factors. This is consistent with findings related to the movement of rural people to urban areas discussed in the literature part mainly with Kiros (2001), Berhanu and White (2000), Erulkar et al. (2006), Van Dijk and Fransen (2008) and CSA (2013).

Kiros (2001) examined that overpopulation, starvation, destitution, land shortage, legislative farming arrangements, and absence of agricultural assets are the significant pushing variables of inside movement in Ethiopia. Then again Erulkar et al. (2006), Ethiopian youth between 10 and 19 years moved from rustic to urban areas dominantly for better educational chances, searching for work opportunities and due to early marriage respectively. The present study also revealed that 35.3 percent of domestic workers movement to urban areas was due to personal expectations and impression from returnees, 32 percent to support their parents, 19.6 was for better education and 9 percent due to various reasons including early and forced marriages and looking for job opportunities. This further indicated that poverty was the deep rooted cause for their movement. In this regard, improving the situation of domestic work will play significant contributions to minimize the high unemployment rate in urban areas of the

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country, and improving the living condition of young girls and their relatives. In any case unless the issues of domestic workers are addressed very well the intertwined problems related to the young rural girl's migration to the Middle East countries and their challenges will still going to be serious concern to the nation.

Maids are facing different problems that were due to lack of awareness on how to protect their rights, where to go when they face problems of violence and harassments in their working situations. Despite these challenges, some of them accepted the situation since they were hopeful that their problems will end. But others simply accepted the system until they get the necessary work experience to work in different Arab countries. Conversely if the situation persists as such it will affect the sector and push domestic workers to migrate in to Arab and Middle East countries. One of the informants Be'emnet's experiences can give us clue on the issue. Be'emnet is one of the interviewee, she is from Debrebirhan and 22 years of age with six years of practical experience working as house maid in Addis Ababa. She was asked how her needs can best be addressed and replied as follows:

I believe all my dreams will come true if I go to Arab countries but my brother didn't support my idea. I believe the situation will be much better from here. (Be'emnet, Interviewee)

Thus, the study prevails that among the respondents 64.7 percent faced emotional abuses, 11 percent sexually harassed and 17.9 percent of respondents physically abused at their workplace. This is also consistent with the findings of Getachew (2006), Tesfaye (2007), Kidist (2012), Human Rights Watch (2014) and Population council (2018). In fact that partly emanated from the weak protection of their human right by the government. The ILO information, for example, demonstrate that home-based work keeps on being one among the least protected groups of workers under domestic work laws. The report additionally show poor monitoring and usage of existing laws subsequently setting domestic workers in a profoundly disadvantaged position and presenting them to misuses and violence (ILO, 2011).

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On the other hand, abusiveness and nagging, along with the vulnerability to frequent practice of violence and harassment makes them susceptible to different mental health problems. That is also because of the nature of their working situation, lack of job alternatives and low level of maid's educational status. This can be supported by the studies conducted in Europe and another study by World Health Organization. Coupled to psychosocial risks, issues like work related stress, work place violence and harassment are generally known as major difficulties to work related health and safety, and all the more comprehensively public health (European Office for Security and Health at Work, 2007). More explicitly, exposure to work related psychosocial risks has been shown to have a potential impeding effect on worker's physical, mental and social wellbeing (World Health Organization, 2010). Due to that, addressing such complicated problems would not be given to one organization but it is a shared responsibility for maids, broker agencies, civil societies, community and government at large.

Work related problems for maids like low wages as compared to the long working hours, lack of written contracts, personal and sexual abuse are some of the difficult working conditions in the sector and are also common in Arab and Asian countries like China (ILO, 2011). In this regard, the measures taken by different countries to improve the situations will be very helpful to understand and close the gaps. Brazil has adopted a constitutional amendment entitling its estimated 6.5 million domestic workers to overtime pay, unemployment insurance, a pension, a maximum 8-hour work day and a 44-hour working week (IDWF, 2013). Spain requires domestic workers to be paid for stand-by time when they are not working but have to be on call. It has incorporated domestic workers into its social security system, and is encouraging more employers to comply by reducing the administrative charges they pay (IDWF, 2013). Hence, based on the study findings considering such improving measures would be a very important matter that needs to be considered at least to alleviate the intertwined work related problems.

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The researcher used to communicate the Woreda Offices of Women, Children and Youth Affairs and Office of Labour and Social Affairs regarding maids. They responded that they didn't have enough information to give about the target groups. In this regard, the government's commitment to protect these citizens is visibly lacking. Even though it needs further study to understand what the government of Ethiopia is doing to protect domestic workers against the international and national labour laws, the vulnerability of those domestic workers in the study area indicated that the issue still need much attention.

Although further study is also needed on the attitude of employers towards maids, the study prevails that attitude towards domestic workers among the employers is also one of the reasons for the prolongation of problems they faced. Albeit maids moved from their home to get out from their problems, support their relatives and get a better education they are challenged in their society. Societal pressures and wrong attitudes towards maids were manifested through different means. According to the brokers, most people in Addis Ababa do not want to hire the young maids who have an interest to attend school. Because employers believed that maids those who enrolled in school couldn't cover the household chores on time. Tiruye's experience can give us clue on the issue. She said:

...Some employers are not willing to help us enrol in school and they give us an order when we are getting ready to go to school. Though people didn't recognize it there are many brilliant students in a night school. Some people believed that most of the maids went to school not to learn rather to do something not good... (Tiruye)

The challenges are not limited with owner's reluctance to help maids attend their schooling but also denying freedom of time to read and study. Hence, if maids explain their interest to continue their schooling during their deal, employers usually pay a lower monthly salary since employers believe that if they attend school the maids wouldn't finish the household chores. Because of that maids were not encouraged to continue their class.

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Such kind of practices will force maids to choose either to continue their education and minimize their wage or to quit their education. Consistently the ILO (2004) report indicated that most youth domestic laborers and their folks consider that turning into a domestic worker is a method of proceeding with their studies (ILO, 2004). As a matter of fact, their situation is, more often than not, a genuine obstacle to studying. This may just be on the grounds that employers do not allow them to attend class or preparing, or renege on an underlying consent to do as such (ILO, 2009). In this regard establishing domestic workers association and working to improve awareness about their rights will be helpful.

Chapter Six

Summary, Conclusion and Recommendations

6.1. Summary and Conclusion

Experiences of housemaid's shows that their psychosocial challenges are different and intertwined. Factors can be grouped in to two mainly pulling and pushing factors. The push factors primarily include the personal desires, expectations and responsibilities, parental situations and the social pressures. Their expectations about urban ways of life, alternative job opportunities and access to better education in Addis in common were the pulling factors. Subsequently, poverty of their parents and social problems (traditional practices) pushed young females to move from their localities in to urban areas to escape the psychosocial challenges they confronted.

The primary pushing factor for their movement was ambition to change their personal life (35 percent). Maids much expectation and wrong perception towards urban way of life and taking returnee maid workers as their role model without deep understanding of their situations remains the push factors. Escaping forced and early marriages (9 percent), inability to achieve their desire to complete education, the far distance of the schools available in their area and their interest to get better education (19.6 percent) in urban areas were also the pushing factors.

Reasons for their movement was not limited to the family disintegration (divorce and the death of their parents) and teenager's concern to support their parents but also the physical and psychological abuse, disagreement within their home and financial insecurity of their parents are also the pushing social and psychological factors. Furthermore, the limited job opportunities in their localities, poor rural way of life and the social pressures were also structural problems contributed for their migration.

Maids are vulnerable until they find job. They have faced various problems primarily inability to find a place to live due to their limited income and much expense for food, hotel rooms and transportation in Addis Ababa. Ultimately such problems pushed women to engage

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in to deviant practices like prostitution. Lack of warrantee, cheating of employers, and inability to work in part time are also challenges they faced in making an agreement.

Humiliations and abuse, disrespect and embarrassments, relegations and denial of love affected maid's psychological health and created feelings of neglect and inferiority. Maids faced challenges in their work place with lack of privacy, denial of food, lack of sleeping room and working unlimited hours, refusal and inability to use break time. Furthermore, insulting and the niggling, along with the vulnerability to frequent practice of violence and harassment makes them susceptible to lack of sleep and intense fear and created much more psychological stress and anxiety. Generally, the problem is serious and attention should be given to the problem by different stakeholders is, on the whole, limited.

6.2. Recommendations

Based on the findings of the study, housemaids, the Ethiopian Government/City Administration and Civil Societies are advised to consider the following recommendations in the study area and similar places;

Housemaids should consider the following recommendations:

- Wrong expectation about urban ways of life was the challenge for housemaids. In this regard, prior to choosing to move and drop out schooling, maids ought to have clear and proper information and need to have clear target for example where to go, what to do, how and with whom and so forth.
- Skill is one of the criteria that determine the amount of salary for domestic workers. Hence, housemaids need to take trainings related to their work fundamentally to get better pay and improve their bit of leeway in the area.
- Maids should realize how to secure their privileges, where to go when they face issues of misuse, viciousness and provocations in their working circumstances.
- Domestic employees should provide information on workplace challenges chiefly on abuse, violence and harassment prevention, including on their rights through appropriate government structures to get the essential help and consideration from the public authority and agencies.

Government and Civil Societies

Respective government bodies need to work enhance positive attitudes towards creating a supportive environment for domestic workers, including:

- Poverty is the root cause for the movement of maids to urban areas. Thusly, addressing the issues of destitution, land shortage, legislative farming arrangements, and absence of agricultural assets would be important to minimize the problem.
- Harmful traditional practices in Ethiopia are as yet influencing young ladies, hence, Ministry of Women, Children and Youth affairs alongside other government and non-

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government actors need to work and implement the existing national laws and strategy for elimination of HTPs.

- Limited job opportunity in rural areas is a challenge. In such manner, domestic work can be taken as a big potential that can create job opportunities or oblige a large number of young people, if the sector received proper attention from the government, and the challenges in the sector are addressed very well.
- Emotional misuses, for example, disrespect and embarrassments, sexual harassment, and physical abuse are the serious challenges that young housemaids experienced in their working circumstances. In this case, the government can utilize the existing structures to create awareness for the public, the employees and the respective agencies on the issues stated. The formal way of recruitment (i.e. contract through written agreement) has to be strengthened and strong monitoring and follow up is needed.
- Should promote the establishment of unions or associations of domestic workers that can work and advocate for the improvement of the sector and the lives of young women as well as fulfilling the interests of the employers.
- Poor monitoring and usage of existing laws subsequently setting domestic workers in a profoundly disadvantaged position and presenting them to misuses and violence. Therefore, based on research the government should work to improve the sector by making and enforcing the necessary domestic work related legislations related to overtime pay, unemployment insurance, a pension, a maximum 8-hour work day and access to basic services etc.
- Should fund and support research studies, as well as identifying and publicizing case studies of best practice.
- Representatives of the major public, domestic workers and agencies should be included, where appropriate, in the development of public policies and strategies to prevent workplace challenges i.e. violence, abuse and harassment etc.

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- The vulnerability to frequent practice of violence and harassment makes them susceptible to different mental health problems. For that major reason, the intervention of government along with civil societies needs to be strengthened to empower, rehabilitate and support the disadvantaged groups of maid workers for physical, cognitive and psychological recovery and social reintegration.
- Training to address workplace challenges of domestic workers should be based on a set of policies and provided on a continuous or periodical basis, depending on specific needs.
- Societal pressures and wrong attitudes towards maids were manifested through different means, specifically regarding with their education. Therefore, it needs to create awareness to the public on the rights, and advantage of house maid's education.
- Should change the practice and attitude of the general society towards the housemaids' abuse and exploitation via advocacy and awareness raising campaigns.
- Should offer guidelines to assist employers and workers in the implementation of preventive interventions at the national and sectoral levels. Government structures should also ensure that prevention strategies and programmes apply to all workers.
- Should also promote and implement measures in civil society to achieve a reduction in workplace psychosocial challenges including violence.
- In order to improve the situation of domestic work and domestic workers, government, in consultation with relevant social partners might review, where appropriate, safety and health or labour legislation.
- Should take measures to identify groups of workers who are especially vulnerable to workplace violence, adopt strategies to overcome the factors that make them vulnerable, and examine the sectoral aspects of this vulnerability.

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Annexes**Annex I (A). In-depth interview guide****1. Introduction**

The overall objective of this research is to understand the psychosocial challenges and coping mechanisms of house maids in Kotebe 02 area of yeka sub city. This interview guide is designed to solicit in depth information from the house maids working in the area mainly about their psychosocial issues what they face up to.

- Are you willing to give us the information that you know? A. Yes B. No
 - Thank you for your cooperation
 - The information will be treated as confidential and will only be used for research purposes.
-
- How old are you?
 - Where are you from?
 - Do you attend school?
 - Would you tell me how you came in to Addis?
 - For how many households have you been working as a maid since you start?
 - What were your reasons to leave from these households?
 - Was there any situation that you have been mistreated or abused? (Economically, psychologically, physically or sexually?) If yes, please explain where? How? By whom?
 - What was your first salary?
 - What would you do with the money that you get?
 - Tell me what you had been done throughout the day starting from the morning till you get sleep?
 - Do you have a day off? How do you spend your free time?
 - What did you do when you get stressed mostly?
 - Until you find new household with whom are you living?
 - What do you think is the very challenging thing of being a house maid?
 - When new girls come to join and work as a maid what challenges could they face?
 - What is your future goal?

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Annex I (B) Questionnaire**1. Introduction**

The overall objective of this research is to understand the psychosocial challenges and coping mechanisms of house maids in Kotebe 02 area of yeka sub city. This interview guide is designed to solicit in depth information from the house maids working in the area mainly about their psychosocial issues what they face up to.

- Are you willing to give us the information that you know? A. Yes B. No
- Thank you for your cooperation
- The information will be treated as confidential and will only be used for research purposes. You are not obliged to write your name but if you mentioned your name the researcher will finally use pseudo name during research report writing.

2. Respondent information**2.1. Basic information**

I. Age: a) ≤ 18 b) 19 – 30 c) 31- 40 d) ≥ 40

II. Marital status: a) single b) Married c) widowed

III. Level of Education:

a) Illiterate b) 1- 8 c) 9- 12 d) 12 and above

- If literate do you currently go to school? a) Yes b) No
- If you stopped, why did you stop? _____

IV. Monthly income/salary:

a) ≤ 500 birr b) 501 – 800 birr c) 801 – 1000 birr d) ≥ 1000 birr

V. work experience:

a) ≤ 1 year b) 1year – 5years c) 6 years – 10 years d) ≥ 10 years

3. Biography

- Where in Ethiopia are you from? _____
- What was your reason to leave your home?
 - Personal development
 - To support my parents
 - To get a better education
 - Because of peer influence
 - other reasons
- Please explain the challenges that you have faced in your place of origin?

- How did you handle the situation?

- Do you ever think of returning to your parents? Why?

4. Challenges

A. Challenges during the course of movement

- When you decide to leave your home were your parents willing with your decision? Why?

- How do you handle the financial issues when you decide to flee from your home?

- What did you face during the course of the movement (The economic situation, parents' willingness, etc.?)

B. Challenges in searching for a job

- For how many households have you worked as a maid? _____
- If you have worked for more than one household, what was the reason for leaving?

- What challenges did you face in searching a job? _____

C. Relations with household heads (employers)

- Was there any situation that you have been mistreated or abused? (Economically, psychologically, physically or sexually?)
 - If yes, please explain where? How? By whom?

 - Can you explain how it affect/ed your life?

D. Relations with other members of the family

- How did the members of the household treat you? Did you feel like you were a member of that family? A. Yes B. No
 If no, please explain why?

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E. Work load and Health

- What do you think is the very challenging thing of being a house maid?

- On average, what time do you wake up in the morning?
A. 5:00 am C. 7:00 am
B. 6:00 am D. After 8:00 am
- What are the major activities you accomplish?

- On average what time do you go to bed?
A. 7:00 pm C. 9:00 pm
B. 8:00 pm D. After 10:00 pm
- Have you faced the problem of asking for or being given a break? Yes No
 - If so, how frequently did you get a break on the average?
 - i. once a month
 - ii. Once in a two months
 - iii. Once in three months
 - iv. Irregularly
- What did you do to deal with the problem of not getting enough breaks?

F. Dissatisfaction with payment

- How much money do you earn on a monthly/daily basis? _____
- Do you think it is fair when you compare it with the amount of work you have?
A) Yes B) No explain why?

- What did you do with the money you earn?

- Do you share the money you earn with others? A) Yes B) No
 - If yes, with whom? _____

G. Psychological Health

- Are you satisfied with present job or work? A) Yes B) No
 - Yes, how? _____
 - No, how? _____
- What are the things that make you feel distress or uneasiness? _____

- Please tell me about the things that you do when you feel distress? _____

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H. Future aspiration and expected challenges

- What are your dreams and future aspirations?

- Do you think that is something you can achieve? _____

- Do you think you have made the right decision to leave your home and get employed as a house maid? How?

- Do you advice others to take this option as a means of solution?

Thank you very much for your time in providing your responses to this interview. As mentioned before during the consent process, the information you provided today will help to improve the well-being of women and housemaids like you.

Annex I (C). Checklist for interview with key informants mainly with the brokers and the broker agency representatives

1. Introduction

The overall objective of this research is to understand the psychosocial challenges and coping mechanisms of house maids in Kotebe 02 area of yeka sub city. This guide is designed to collect key information about the psychosocial challenges of maids from the brokers and agencies working as bridge between the employers and housemaids. This enables to find the key information about the challenges and difficulties those housemaids face in relation to their work conditions and searching for a job through.

- Are you willing to give us the information that you know? A. Yes B. No
- Thank you for your cooperation
- The information will be treated as confidential and will only be used for research purposes. You are not obliged to write your name but if you mentioned your name the researcher will finally use pseudo name during research report writing.

2. Respondent Profile

2.1 Sex: Male ___ Female ___

2.3 Educational Background: _____

3. Information About The Research Targets

3.1. How long have you been working in the area? _____

3.2. Do you use intermediaries that facilitate the services of your agency by commission?

A. Yes B. No

3.3. What do you require to facilitate employment services?

3.4. What did you do if you have got maids who don't fulfil your requirement?

3.5. From the requirements that you have set as a prerequisites what are those many of the maids don't fulfil mostly? _____

3.6. Is there any written agreement made between the employee and the employer? What kind of agreement and what does it involve?

3.6.1. Do you think it's significant for the maids? How? _____

3.7. How much money do you expect from maids and how do they make payment of the required fee or related expense?

3.8. Have you ever received a report from your clients about abuse and exploitation of maids

by employers? A. Yes B. No

3.9. If yes, how frequent are such reports?

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A. Often B. Sometimes C. Rarely D. Never

3.10. What are the common and frequent kinds of abuse and exploitation?

3.11. Who are the common perpetrators?

3.12. Are there special categories of maids who are most vulnerable and affected by the exploitative practice?

3.13. What mechanisms are there to ensure the protection of maids from abuse and exploitation?

3.14. How do you evaluate the lives of housemaids, is there any improvement since you have started this job or getting worse?

3.15. What do you think are the ways to address the issues?

Thank you very much!!!

Annex I (D). Checklist for FGD with Housemaids**1. Introduction**

The overall objective of this research is to understand the psychosocial challenges and coping mechanisms of house maids in kotebe 02 area of yeka sub city. This guide is designed to conduct discussion with housemaids focusing on the major causes to their migration and the fundamental socio cultural, religious, economic, psychological and legal issues. This is mainly to understand/ identify the common variables or challenges that maids' encounter in the area.

- Are you willing to give us the information that you know? A. Yes B. No
- Thank you for your cooperation
- The information will be treated as confidential and will only be used for research purposes. You are not obliged to write your name but if you mentioned your name the researcher will finally use pseudo name during research report writing.

2. Respondents Profile (will be register in the separate sheet)**3. Discussion points**

- 3.1. How do you evaluate your work situation? Is this a nice job to do? Are there challenges?
- 3.2. Do you think working as a housemaid is a nice job or it is something you do it because you have no other option?
- 3.3. What do you think are the challenges and what factors are contributing for the migration of maids?
- 3.4. What do you think are the challenges that maids face in urban settings (in relation to their culture, language, religion and etc.)?
- 3.5. What do you think are the challenges that maids encounter in their working areas (their relation with employers, working time, social relation, financial issues, education, health, privacy, facility like food etc.)?
- 3.6. What should be the possible alternatives, solutions, mechanisms to solve and mitigate the gap? Who should be responsible to resolve them?

Thank you very much!!!

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Annex I (E). Adapted Instrument to Identify Ways of Coping

WAYSOF COPING was designed by Lazarus and Folkman (1985) (University of California, San Francisco) as a measure of coping processes used in a particular stressful encounter (and not of coping style or traits).

Instructions: Identify a stressful encounter that occurred recently, where it took place and what happened next, read each item below and indicate ✓ by using the following rating scale, to what extent you used it in the situation you have just described.

NO.	Items	Not Used	Used Some what	Used Quite A bit	Used A great Deal
1	Tried to make myself feel better by crying,				
2	Tried to forget the whole thing				
3	Changed or grew as a person in a good way				
4	Talked to someone to find out more about the situation				
5	Realized I brought the problem on myself				
6	I tried not to act too hastily or follow my first hunch				
7	I thought about how a person I admire would handle this situation and used that as a model				
8	I made a promise to myself that things would be different next time				
9	I let my feelings out to owner somehow				
10	I just requested a monthly leave and was taken a rest				
11	I just have bad luck and I accepted it was because of that I am poor				
12	Found new faith that it will be over when I secured my own source of income				
13	Even though I knew that was very risky, I tried to leave my job				
14	Drew on my past experiences; I was in a similar situation before				
15	Talked to someone who could do something concrete about the problem				
16	Came up with a couple of different solutions to the problem				

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አዲስአበባዩኒቨርሲቲ
ድህረምረቃትምህርት
የሳይኮሎጂትምህርትክፍል

1. በቅድሚያ መጠይቁን ለመሙላት ፍቃደኛ ነዎት ሀ) አዎ ለ) አይደለሁም

☞ መጠይቁን ለመሙላት ስለተባበሩን እያመሰገንን፡ መጠይቁን ሲሞሉ ስሞትን ለመጻፍ አይገደዱም። መረጃውን የሰጠውን ግለሰብ ማንነት በሚስጥር እንደሚያዝ እናረጋግጣለን።

☞ የመጠይቅ ዓላማ፡- በቤት ሰራተኝነት የሚተዳደሩ ሴቶች የሚደርሱባቸውን የማህበራዊና ሥነልቦናዊ ጭናዎች ለመቋቋምና ከችግሩ ለመሻገር የሚጠቀሙባቸውን ስልቶች ለመለየት ያለመ ነው።

I. በቅድሚያ በቅርብ ጊዜ ገጠመኝ የሚሉትን የሚያስጨንቅ ወይም አስቸጋሪ ጉዳይየትና እንዴት እንደተፈጠረ ያስታውሱ። በማስቀጠልም ችግሩን እንዴት ተቋቁመው እንዳለፉት በማስታወስ ከስር የቀረቡትን ሀሳቦች ይገንዘቡና በአማራጭነት የተዘረዘሩት ጉዳዮችን በምን ያህል ደረጃ ይጠቀሙባቸው እንደነበር በተቀመጠው መለኪያ መሰረት አመልክቱ።

➤ ቀጥለው ለቀረቡት ሀሳቦች የሚስማሙበትን ሀሳብ በመለኪያው ትይዩ ጭረት (✓) በማድረግ ያመልክቱ፡-

ተ.ቁ	ጭንቀትን የመቆጣጠር መንገዶች	አልጠቀም	አልፎ አልፎ	በተደጋጋሚ	ብዙ ጊዜ
1	አልቅሼ ስሜቴን ለማረጋገጥ ሞክራለሁ				
2	ሁሉንም ነገር ለመርሳት ሞክራለሁ				
3	ጠንካራ ሰው እንድሆንና በበጎ መንገድ እንዳድግ አድርጎኛል				
4	የተፈጠረውን ነገር ይበልጥ እንድንገነዘብ ለሰዎች አማክራለሁ				
5	በራሴ ላይ ችግር እንደፈጠርኩ ተረድቻለሁ				
6	ስሜታዊ ከመሆን ተቆጥቤያለሁ				
7	አርአያ አድርጌ የምወስደው ሰው ተመሳሳይ ችግር ቢገጥመው እንዴት ሊፈታው እንደሚችል በማሰብ የገንዘብ እንደምሳሌ ወስጃለሁ				
8	ነገሮች በቀጣይ ይስተካከላሉ ብዬ ለራሴ ቃል ገብቻለሁ				
9	በተወሰነ መልኩ ስሜቴን ለአሰሪዎቼ ገልጬለሁ				
10	የወር ፈቃድ ወስጃ እረፍት አድርጌያለሁ				
11	እድሌ መጥፎ ስለሆነ ነው / ድሃ ስለሆንኩ ነው ብዬ በማሰብ ነገሩን ተቀብየዋለሁ				
12	የራሴ የሆነኑሮ እና ገቢ ሲኖረኝ ሁሉም ይስተካከላል የሚል እምነት ተፈጠረብኝ				
13	እንደምቸገር እያወቅኩ ስራዬን ለመልቀቅ ሞክራለሁ				
14	ያሳለፍኩትን ህይወት በማስታወስ ተመሳሳይ ችግር/ ነገር ገጥሞኝ እንደነበር ተገንዝቤያለሁ				
15	ለችግሩ መፍትሄ ሊሰጠኝ ይችላል ለምለው ሰው አማክራለሁ				
16	የገጠመኝን ችግር ለመፍታት አማራጮችን ተጠቅሜያለሁ				

Annex II (A).

አዲስ አበባ ዩኒቨርሲቲ

ድህረ ምረቃ ትምህርት

የሳይኮሎጂ ትምህርት ክፍል

1. በቅድሚያ ለቃለ መጠይቅ ፍቃደኛ ነዎት ሀ) አዎ ለ) አይደለሁም

2. ለቃለ መጠይቅ ስለተባበሩን እያመሰገንን፡ ቃለ መጠይቁን ሲያደርጉ ስሞትን ለመስጠት አይገደዱም። በቃለ መጠይቁ ወቅት መረጃውን የሰጠውን ግለሰብ ማንነት በሚስጥር እንደሚያዝ እናረጋግጣለን።

ዓላማ፡- የዚህ ጥናት ዋና ዓላማ በአዲስ አበባ መስተዳድር በየካ ክፍለ ከተማ ወረዳ 09 በመባል በሚጠራው አካባቢ የሚገኙና በቤት ሰራተኝነት የሚተዳደሩ ሴቶች የሚደርሱባቸውን የማህበራዊና ሥነልቦናዊ ጭናዎች ለመለየት ያለመ ነው።

- ዕድሜ
- የትምህርት ሁኔታ
- ከየት አካባቢ እንደመጣሽ ብትነግረኝ
- ወደ አዲስ አበባ ከመጣሽ ስንት ጊዜ ሆነሽ
- ወደ አዲስ አበባ እንዴት እንደመጣሽ ብትነግረኝ
- ስራ ከጀመርሽ ጀምሮ ስንት ሰው ቤት ሰርተሻል
- ከአንድ ሰው ቤት በላይ ከሰራሽ ከቤት ቤት ለመቀየር ምክንያቶችሽ ምን ነበሩ?
- ስለ አሰሪዎችሽ ሃሳብ አካፍይኝ
- ከስራሽ ጋር ተያይዞ አካላዊ ጉዳት/ድብደባ ደርሶብሽ ያውቃል? መልስዎ አዎ ከሆነ በማን? እንዴት እና የት እንደሆነብት ነግረኝ?
- ከስራሽ ጋር ተያይዞ ስድብ ፣ ዛቻ ፣ እና ማንቋሽሽ ነገር ገጥሞሽ ያውቃል? መልስዎ አዎ ከሆነ በማን? እንዴት እና የት እንደሆነብት ነግረኝ?
- ከስራሽ ጋር ተያይዞ ወሲባዊ ጥቃት ወይም ትንኮሳ ገጥሞሽ ያውቃል? መልስዎ አዎ ከሆነ በማን? እንዴት እና የት እንደሆነብት ነግረኝ?
- የገንዘብ መቀማት/መከልከል ችግር ገጥሞሽ ያውቃል? መልስዎ አዎ ከሆነ በማን? እንዴት እና የት እንደሆነብት ነግረኝ?
- ወርሃዊ ደመወዝ/ የገቢ መጠንሽ ምን ያህል ነው?
- የምታገኘውን ገንዘብ ምን ያህል ይገባህ?
- ከጠዋት ጀምሮ እስከ ማታ ምን ምን ትሰራለሽ?
- የእረፍት ቀን አለሽ? የእረፍት ጊዜሽን እንዴት ታሳልፈዋለሽ?
- ስትጨናነቁ ብዙ ጊዜ የምታደርጊያቸው ነገሮች ምን ምን ናቸው?
- ከአንድ ሰው ቤት ወደ ሌላ ቤት ለመቀየር ስታስቢ ለጊዜው ስራ እስክታገኝ የትና ከማን ጋር ትኖረያለሽ?
- ከመጣሽ በኋላ ወደ ቤተሰቦችሽ ለመመለስ አስባሽ ታውቁያለሽ ? ለምን?
- የቤት ሰራተኛ ሆነሽ ስትሰራ ከባድ የሚሆንብሽ ነገር ምንድን ነው?
- ሌሎች ሴቶች ወደ ቤት ሰራተኛነት ስራ ከመቀጠራቸው በፊት ምን ቢያደርጉ ትመክራለሽ?
- ስለ ወደፊት ምኞትሽና ተስፋ ስለ ምታደርገው ነገር ብትነግረኝ ?

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በቤት ሠራተኞች የሚሞላ መጠይቅ

አዲስ አበባ ዩኒቨርሲቲ

ድህረ ምረቃ ትምህርት

የሳይኮሎጂ ትምህርት ክፍል

1. በቅድሚያ ለቃለ መጠይቅ ፍቃደኛ ነዎት ሀ) አዎ ለ) አይደለሁም

ለቃለ መጠይቅ ስለተባበሩን እያመሰገንን፡ ቃለ መጠይቁን ሲያደርጉ ስሞትን ለመስጠት አይገደዱም። በቃለ መጠይቁ ወቅት መረጃውን የሰጠውን ግለሰብ ማንነት በሚስጥር እንደሚያዝ እናረጋግጣለን።

2. የቃል መጠይቁ ዓላማ፡- በየካ ክፍለ ከተማ ወረዳ 09 በመባል በሚጠራው አካባቢ የሚገኙና በቤት ሰራተኝነት የሚተዳደሩ ሴቶች የሚደርሱባቸውን የማህበራዊና ሥነልቦናዊ ጭናዎች ለመለየት ያለመ ነው።

3. የግለሰብ መረጃ

I. እድሜ ሀ) ≤ 18 ለ) 19 – 30 ሐ) 31- 40 መ) ≥ 40

II. የጋብቻ ሁኔታ ሀ) ያላገባች ለ) ያገባች ሐ) የተፋታች

III. የትምህርት ደረጃ

ሀ) ያልተማረች ለ) 1- 8 ሐ) 9- 12 መ) ≥ 12

• የተማረች ከሆነ መልስዎ አሁን በመማር ላይ ነሽ ወይስ አቋርጠሻል ?

ሀ) እየተማርኩ ነው ለ) አቋርጫለሁ

○ ከአቋረጥሽ ለምን እንዳቋረጥሽ ብትነግረኝ?

IV. ወርሃዊ ደመወዝ/ የገቢ መጠን

ሀ) ≤ 500 ብር ለ) 501 – 800 ብር ሐ) 801 – 1000 ብር መ) ≥ 1000 ብር

V. የስራ ልምድ

ሀ) ≤ 1 ዓመት ለ) 1 – 5 ዓመት ሐ) 6 – 10 ዓመት መ) ≥ 10 ዓመት በላይ

4. ግለ ታሪክ

○ ከየት አካባቢ ነው የመጣሽው? _____

○ ወደ አዲስ አበባ ለመምጣት ምንድን ነበር ምክንያትሽ? የገጠሙሽ ችግሮች ካሉ አያይዘሽ ብትነግረኝ?

• የገጠሙሽን ችግሮች ለመፍታት ምን አደረግሽ?

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- ከመጣሽ በኋላ ወደ ቤተሰቦችሽ ለመመለስ አስባሽ ታውቁያለሽ ? ለምን?

5. ችግሮች

ሀ) ከመኖሪያ/ የትውልድ ስፍራን ከመልቀቅ ጋር ተያይዞ የሚያጋጥሙ ችግሮች

- ከቤት ለቀሽ ለመውጣት ስትወስኒ ቤተሰቦችሽ በውሳኔሽ ተስማምተው ነበር? እንዴት?

- ከቤት ለቀሽ ለመውጣት ስትወስኒ የሚያስፈልግሽን ገንዘብ ለማግኘት ምን አደረግሽ?

- ወደ አዲስ አበባ ለመምጣት ስታስቢ ሌሎች የገጠሙሽ ችግሮች ምንድን ናቸው? (የሚቀበልሽ/ የምታርፈበት ቦታ ከማግኘት ጋር ተያይዞ ወዘተ...)

ለ) ሥራ ከማፈለግ ጋር ተያይዞ የሚያጋጥሙ ችግሮች

- በቤት ሠራተኝነት መስራት ከጀመርሽ ጀምሮ ስንት ሰው ቤት ሰራሽ? _____
- ከአንድ ሰው ቤት በላይ ከሰራሽ ከቤት ቤት ለመቀየር ምክንያቶችሽ ምን ነበሩ?

- ሥራ በማፈለግ ሂደት የገጠሙሽ ችግር ይኖር ይሆን? ሀ) አዎ ለ)አልገጠሙኝም
- መልስዎ አዎ ከሆነ ብትነግሯኝ?

PUSH AND PULL FACTORS, PSYCHOSOCIAL CHALLENGE.....

ሐ) ከቀጠሪዎች ጋር ተያይዞ የሚያጋጥሙ ችግሮች

- ከስራሽ ጋር ተያይዞ አካላዊ ጉዳት/ድብደባ ደርሶብሽ ያውቃል? ሀ) አዎ ለ) አልገጠሙኝም
መልስዎ አዎ ከሆነ በማን? እንዴት እና የት እንደሆነብት ነግረኝ?

- ከስራሽ ጋር ተያይዞ ስድብ ፣ ዛቻ ፣ እና ማንቋሽሽ ነገር ገጥሞሽ ያውቃል? ሀ) አዎ
ለ) አልገጠሙኝም መልስዎ አዎ ከሆነ በማን? እንዴት እና የት እንደሆነ ብትነግረኝ?

ከስራሽ ጋር ተያይዞ ወሲባዊ ጥቃት ወይም ትንኮሳ ገጥሞሽ ያውቃል? ሀ) አዎ
ለ) አልገጠሙኝም መልስዎ አዎ ከሆነ በማን? እንዴት እና የት እንደሆነ ብትነግረኝ?

- የገንዘብ መቀማት/መከላከል ችግር ገጥሞሽ ያውቃል ሀ) አዎ ለ) አልገጠሙኝም
መልስዎ አዎ ከሆነ በማን እንዴት እና የት እንደሆነ ብትነግረኝ?

- ጉዳዩ በአንቺ ህይወት ያሳደረውን ተፅዕኖ ልትነግረኝ ትችላለሽ?

መ) ከአሰሪዎች የቤተሰብ አባላት ጋር በሚኖር ግንኙነት የሚያጋጥሙ ችግሮች

- ትሰረባቸው በነበሩ ቤቶች ውስጥ ከቤተሰቡ ጋር የነበረሽ ግንኙነት ምን ይመስላል? የቤተሰቡ አባል እንደሆንሽ ይሰማሽ ነበር? ሀ) አዎ ለ) አይሰማኝም
መልስሽ አይሰማኝም ከሆነ ለምን እንደሆነ ብትነግረኝ?

ሠ) ከጤናና ከሥራ ጭና ጋር የተያያዙ ችግሮች

- የቤት ሰራተኛ ሆኖ መስራትን ከባድ የሚያደርገው ነገር ምንድን ነው?

PUSH AND PULL FACTORS, PSYCHOSOCIAL CHALLENGE.....

- በአማካኝ ከእንቅልፍሽ በስንት ሰዓት ትነሻለሽ?
 U) 11:00 ሐ) 1:00
 ለ) 12:00 መ) 2:00

- ከምትሰራዎቸው ስራዎች ዋና ዋናዎቹን ብትነግረኝ?

- በአማካኝ ስራሽን ጨርሰሽ የምትተኝው በስንት ሰዓት ነው?

- በቂ እረፍት ጊዜ ከማግኘት ጋር ተያይዞ የገጠመሽ ችግር አለ? U) አዎ ለ) የለም
- አዎ ከሆነ መልስሽ በአማካኝ በምን ያህል ጊዜ እረፍት ታገኝ ነበር?
 U) በወር አንዴ ሐ) በሦስት ወር አንዴ
 ለ) በሁለት ወር አንዴ መ) አልፎ አልፎ

- በቂ እረፍት ሳታገኝ ስትቀረ ከችግሩ ለመውጣት ምን ታደርጊያለሽ?

ረ) ከገቢ / ደመወዝ ጋር የተያያዙ ችግሮች

- በወር ምን ያህል ብር ይከፈልሻል/ ታገኛለሽ? _____
- የምታገኝው ገንዘብ ከምትሰራው ስራ አንፃር ስታነፃፅራው ተመጣጣኝ ነው ብለሽ ታስቢያለሽ?
 U) አዎ ለ) አይደለም

- በምታገኝው ገንዘብ ምን ታደርጊቦታለሽ?

PUSH AND PULL FACTORS, PSYCHOSOCIAL CHALLENGE.....

○ ከምታገኘው ገንዘብ የምትረጁው ሰው ይኖር ይሆን ሀ) አዎ ለ) ለማምን አልረዳም

ሰ) ከሥነ አእምሮ ጤና ጋር ተያይዞ የሚያጋጥሙ ችግሮች

○ በምትሰራው ስራ ደስተኛ ነሽ? ሀ) አዎ ለ) አይደለሁም
አዎ ከሆነ መልስዎ ለምን ?

○ አይደለም ከሆነ መልስዎ ለምን?

○ ብዙ ጊዜ የሚያሳስቡሽ ፣ የሚያበሳጩሽ ፣ የሚያስጨንቁሽ ነገሮች ምንድን ናቸው?

○ ስትጨናነቁና ጥሩ ያልሆነ ስሜት በሚሰማሽ ጊዜ ምን ታደርጊያለሽ?

ሸ) ስለ ወደፊት ምኞትና ስለሚያጋጥሙ ችግሮች ?

• ስለ ወደፊት ምኞትሽና ተስፋ ስለ ምታደርጊው ነገር ብትነግሪኝ ?

○ በአንቺ እምነት ፍላጎቶችሽን እንዴት ማሳካት የምትችይ ይመስልሻል?

• ከቤተ ዘመዶችሽ ርቀሽ እና በቤት ሰራተኝነት ተቀጥረሽ ለመስራት የወሰንሺው ውሳኔ ትክክል ነው ብለሽ ታስቢያለሽ ? እንዴት ?

ሌሎች ሴቶች ይህንን እንደ አማራጭ መፍትሄ እንዲወስዱት ትመክረያለሽ? ለምን?

ለሰጠሽኝ ጊዜና ላካፈልሽን ሀሳብ እጅጉን አመሰግናለሁ። የሰጠሽኝ መረጃ እንዳንቸ በዚህ ሥራ የተሰማሩ ሴቶች የተሻለ ትኩረት እንዲያገኙ የሚረዳ እንደሚሆን እምነቴ ነው።

PUSH AND PULL FACTORS, PSYCHOSOCIAL CHALLENGE.....

Annex II (B)

አዲስ አበባ ዩኒቨርሲቲ

ድህረ ምረቃ ትምህርት

የሳይኮሎጂ ትምህርት ክፍል

- 3. በቅድሚያ ለቃለ መጠይቅ ፍቃደኛ ነዎት ሀ) አዎ ለ) አይደለሁም
- 4. ለቃለ መጠይቅ ስለተባበሩን እያመሰገንን፡ ቃለ መጠይቁን ሲያደርጉ ስሞትን ለመስጠት አይገደዱም። በቃለ መጠይቁ ወቅት መረጃውን የሰጠውን ግለሰብ ማንነት በሚስጥር እንደሚያዝ እናረጋግጣለን።
- 5. ዓላማ፡- የዚህ ጥናት ዋና ዓላማ በአዲስ አበባ መስተዳድር በየካ ክፍለ ከተማ ወረዳ 09 በመባል በሚጠራው አካባቢ የሚገኙና በቤት ሰራተኝነት የሚተዳደሩ ሴቶች የሚደርሱባቸውን የማህበራዊና ሥነልቦናዊ ጭናቶች ለመለየት ያለመ ነው። የዚህ ቃለ መጠይቅ ዋና ዓላማ ከሚመለከታቸው የመንግስት መ/ቤቶች የቤት ሰራተኞችን ከጥቃትና ከብዝሃነት በመከላከል፣ ሴቶችን በማብቃት ረገድ ያሉ የህግ ማቆሚያና ፕሮግራሞች በዚህ ረገድ የሚደረጉ ጥረቶችን ለመዳሰስ ይሆናል።

6. የምላሽ ሰጪዎች መረጃ

- 2.1. ስያሜ ፡ ወንድ ---- ሴት -----
- 2.2. የትምህርት ደረጃ፡-----
- 2.3. የወከሉት መ/ቤት፡-----
- 2.4. በመ/ቤቱ ያለዎት ኃላፊነት፡ -----
- 2.5. በመ/ቤቱ ያለዎት የቆይታ ጊዜ፡-----

3. ከቤት ሰራተኞች እና ጉዳዩ ከሚመለከታቸው የመንግስት ተቋማት ጋር የተያያዙ ጉዳዮች

3.1. በተቋማችሁ የቤት ሰራተኞች ጉዳይ እንዴት ይስተናገዳል?

3.2. የቤት ሰራተኞችን መብትና ጥቅም የሚያስከብር ሁኔታና አሰራር ተፈጥሯል ብለው ያምናሉ?

ሀ) አዎ ለ) አይደለም

ምክንያታችንን ቢገልጹ ?

3.3 የቤት ሰራተኞች የሚያጋጥሟቸው ሥነልቦናዊና ማህበራዊ ችግሮች (ከባህል ፣ ከቋንቋ ፣ ከኢኮኖሚ አቅም ፣ ከአሰሪዎችና ከደላሎች ጋር በሚኖር ግንኙነት ፣ ከጾታዊ ጥቃት ፣ ከህግ ከመሳሰሉ ጉዳዮች አንፃር) ምን ምን ናቸው? በዚህ ረገድ እንደ ተቋም የተደረገ ጥናት ይኖራችሁ ይሆን ? ካለ የጥናቱ ውጤት ምን ያመለክታል ?

PUSH AND PULL FACTORS, PSYCHOSOCIAL CHALLENGE.....

3.4 በተቋሙ እስከ ዛሬ ከቤት ሰራተኞች ቅሬታዎች ቀርበው ያውቃሉ? ዋና ዋናዎቹን ጉዳዮችና የተወሰዱ እርምጃዎችን አያይዘው ቢገልጹ ?

3.5 እንደ ተቋም የቤት ሠራተኞችን ማህበራዊና ስነልቦናዊ ችግሮች ለመፍታት ምን ታደርጋለችሁ?

3.6 የቤት ሰራተኞችን ህይወት ለማሻሻል ምን መደረግ አለበት ይላሉ?

ውድ ከሆነው ጊዜዎ ቀንሰው ይህንን መረጃ ስላካፈሉን እጅግ እናመሰግናለን!!!

PUSH AND PULL FACTORS, PSYCHOSOCIAL CHALLENGE.....

Annex II (C). ከደላሎችና ከአሰሪና ሰራተኞች ጋር ውይይት ለማድረግ የተዘጋጀ የቃል መጠይቅ

አዲስ አበባ ዩኒቨርሲቲ
ድህረ ምረቃ ትምህርት
የሳይኮሎጂ ትምህርት ክፍል

1. በቅድሚያ ለቃል መጠይቅ ፍቃደኛ ነዎት ሀ) አዎ ለ) አይደለሁም

2. ለቃል መጠይቅ ስለተባበሩን እያመሰገንን፡ ቃል መጠይቁን ሲያደርጉ ስሞትን ለመስጠት አይገደዱም። በቃል መጠይቁ ወቅት መረጃውን የሰጠውን ግለሰብ ማንነት በሚስጥር እንደሚያዝ እናረጋግጣለን።

3. የቃል መጠይቁ ዓላማ ፡- በየካ ክፍለ ከተማ ወረዳ 09 በመባል በሚጠራው አካባቢ የሚገኙና በቤት ሰራተኝነት የሚተዳደሩ ሴቶች የሚደርሱባቸውን የማህበራዊና ሥነ ልቦናዊ ጭናዎች ለመለየት ያለመ ነው።

4. የግለሰብ መረጃ

4.1. ስያሜ ፡ ወንድ _____ ሴት _____

4.2. የትምህርት ደረጃ ፡ _____

5. የዋናው ጉዳይ መነሻ ሀሳቦች

5.1. በዚህ ሥራ ምን ያህል አመት ሰርተዋል ? _____

5.2. በኤጀንሲውና በደንበኞቹ መካከል ድልድይ ሆኖ የሚሰራ አካል አለ ?

ሀ) አዎ ለ) የለም

5.3. ቅጥር ለማካሄድ የምታስቀምጡት ቅድመ ሁኔታ ምንድን ነው ?

5.4. የምታስቀምጡትን የቅጥር መስፈርት የማታሟላ ሴት ብትገጥማችሁ ምንድን ነው የምታደርጉት?

5.5. ብዙ ጊዜ ለቅጥር ከምታስቀምጧቸው መስፈርቶች ተቀጣሪዎቹ የማያሟሉት መስፈርት ምንድን ነው?

5.6. በተቀጣሪ ዋና በቀጣሪው አካል መካከል ያለው የግንኙነት ማእቀፍ ምንድን ነው ? የስምምነት ሰነድ ይኖር ይሆን ? ምን ምን ነገሮችን ይይዛል ?

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5.6.1. የስምምነት ውል መኖሩ ለሰራተኞቹ ይጠቅማል ብለው ያስባሉ ? እንዴት ?

5.7. የቤት ሰራተኞቹ የሚጠበቅባቸው ክፍያ ምን ያህል ነው ? በምን መልኩ ነው ክፍያውን የሚከፍሉት ?

5.8. ከዚህ ቀደም ከአሰሪዎቻቸው ጥቃትና ብዝሃነት ደርሶባቸው ለድርጅቱ ቅሬታ ያቀረቡ አካላት ይኖሩ ይሆን? ሀ) አዎ ለ) የለም

5.9. አዎ ከሆነ መልስዎ ሪፖርት የሚደረገው በምን ደረጃ ነው ?
ሀ) በተደጋጋሚ ለ) አልፎ አልፎ ሐ) አንዳንዴ

5.10. ብዙ ጊዜ የሚቀርቡት የጥቃትና የብዝሃነት / ጉዳት/ አይነቶች ምንድን ናቸው?

5.11. ብዙ ጊዜ ጥቃት የሚፈፀመው በማን ነው ?

5.12. ከቤት ሰራተኞች ለጥቃት ይበልጥ ተጋላጭ የሆኑ ይኖሩ ይሆን ?

5.13. በቤት ሰራተኛነት የምታስቀጥሯቸው ሴቶች ለጥቃትና ለብዝሃነት እንዳይዳረጉ ምን ታደርጋላችሁ?

5.14. ይህንን የኤጀንሲ ስራ መስራት ከጀመሩ ጀምሮ በቤት ሰራተኛነት የሚተዳደሩ ሴቶችን ህይወት እንዴት ይመዝኑታል ? መሻሻል አሳይቷል ወይስ ችግር እየሰፋ ነዳል? ቢያብራሩልን ?

5.15. የቤት ሰራተኞችን ህይወት ለማሻሻል ምን መደረግ አለበት ይላሉ?

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አመሰግናለሁ!

Annexes II (D)

አዲስ አበባ ዩኒቨርሲቲ
ድህረ ምረቃ ትምህርት
የሳይኮሎጂ ትምህርት ክፍል

☞ በቅድሚያ በአትኩሮት ቡድን ውይይት ለመሳተፍ ፍቃደኛ ነዎት ሀ) አዎ ለ) አይደለሁም

☞ በአትኩሮት ቡድን ውይይት ለመሳተፍ ስለተባበሩን እያመሰገንን፡ ውይይት ሲያደርጉ ስሞትን ለመስጠት አይገደዱም። በውይይት ወቅት መረጃውን የሰጠውን ግለሰብ ማንነት በሚስጥር እንደሚያዝ እናረጋግጣለን።

1. የአትኩሮት ቡድን ውይይቱ ዓላማ :- በየካ ክፍለ ከተማ ወረዳ 09 በመባል በሚጠራው አካባቢ የሚገኙና በቤት ሰራተኝነት የሚተዳደሩ ሴቶች የሚደርሱባቸውን የማህበራዊና ሥነልቦናዊ ጭናዎች ለመለየት ያለመ ነው። በዚህ የውይይት መድረክ በቤት ሰራተኝነት የሥራ ህይወት የሚኖሩ ሴቶች በሚገጥሟቸው ማህበራዊና ስነልቦናዊ ጭናዎች ፣ከመኖሪያ አካባቢያቸው ወደ ከተማ ለመሰደድ ምክንያት የሆኗቸው ጉዳዮች ፣ በአካባቢው ሲሰሩ በሚገጥሟቸው ዋነኛ ኢኮኖሚያዊ ፣ ፆታዊ ፣ አካላዊና ሥነልቦናዊ ጉዳዮች ዙሪያ ውይይት በማድረግ የጋራ የሆኑ ችግሮችን ለመለየት የሚካሄድ ነው።

2. የተሳታፊዎች መረጃ (በተለየ የመረጃ ቅፅ ወይም አቴንዳንስ ፎርም የሚሞላ ይሆናል)

3. የውይይት መነሻ ሀሳብ

- 3.1. የስራ ሁኔታችሁን እንዴት ትመዝኑታላችሁ? ጥሩ ስራ ነው ወይስ አስቸጋሪ ነገሮች አሉት?
- 3.2. የቤት ሰራተኝነት ስራን የምትሰሩት ጥሩ ስራ ስለሆነና ወዳችሁት ነው ወይስ አማራጭ ስለሌላችሁ የምትሰሩት ስራ ነው?
- 3.3. የቤት ሰራተኛ ሴቶች ከሚኖሩበት ገጠራማ አካባቢ ወደ አዲስ አበባ እንዲሰደዱ የሚያደርጓቸው ዋና ዋና ምክንያቶች ምንድን ናቸው?
- 3.4. ከመኖሪያ ስፍራቸው ወደ ከተማ የሚሰደዱ የቤት ሰራተኞች በከተማዎች የሚገጥሟቸው ችግሮች ምን ምን ናቸው? (ከባህል ፣ ከቋንቋ ፣ ከኢኮኖሚ አቅም ፣ ከእምነትና ከመሳሰሉ ጉዳዮች አንፃር)
- 3.5. በአዲስ አበባ በቤት ሰራተኝነት የሚቀጠሩ ሴቶች ከሥራቸውና ከስራ አካባቢያቸው ጋር በተያያዘ የሚገጥሟቸው ፈተናዎች ምንድን ናቸው?
(ከአሰሪዎቻቸው ጋር ያላቸው ግንኙነት ጤናማ ስለመሆኑ ፣ ከስራ ሰዓት ፣ ከእረፍት ሰዓት ፣ ከማህበራዊ ግንኙነት ፣ ከገንዘብ አቅም /ከደመወዝ/ ፣ከ ጤና አገልግሎት ፣ ከትምህርት ፣ ከግለሰብ ነፃነት ፣ከአቅርቦት ማለትም ከምግብና መሰል ነገሮች አንፃር እንዴት ይታያል)
- 3.6. ከችግሮቹ ለመውጣት ምን መደረግ ይኖርበታል? የማንስ ሃላፊነት ነው?

በውይይቱ ስለ ተሳተፋችሁና ሀሳባችሁን ስለ ካፈላችሁኝ እጅግ እያመሰገንኩ ይህ የሰጣችሁት መረጃ በቤት ሰራተኝነት የሚተዳደሩ ሴቶች የሚደርሱባቸውን ሁለንተናዊ ጭና ማህበረሰቡ እንዲገነዘብና ሴቶች የተሻለ ህይወት እንዲመሩ አስተዋፅኦ እንደሚኖረው እምነቴ ነው።

አመሰግናለሁ!!!