

Scarcity, Instability and other issues associated with domestic workers in Addis Ababa:

The case of Nefas Selk Lafto sub-city, woreda 12

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Declaration

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This is to certify that the thesis prepared by Sara Amare, entitled: *Assessment on selected issues associated with domestic workers in Addis Ababa: The case of Nefas Selk Lafto sub-city, woreda 12* and submitted in partial fulfillment of the requirements for the degree Master of Social Work (MSW) complies with the regulations of the University and meets the accepted standards with respect to originality and quality

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Abbreviations

CSA -Central Statistics Authority

DWPB- Domestic Work Policy Brief

FDW-Female Domestic Workers

HRW-Human Right Watch

ILO-International Labor Organization

ISCO-International Standard Classification of Occupation

MDW-Migrant Domestic Workers

USDL-United State Department of Labor

UNDP-United Nation Development Program

USSD-US State Department

SDT-Self Determination Theory

Abstract

Domestic work is one of the most remarkable occupations in society's lives, and studying problems related to this issue is significantly important to make the career more suitable for both the employers and the employees. This study was aimed at exploring the selected issues associated with domestic workers in Addis Ababa, the case of Nefas Selk Lafto sub city, Wereda 12(Lafto Betach). The research was guided by six research questions. The specific objectives of the study were: to identify factors that influence domestic workers not to be adequately available; to assess the challenges faced by domestic workers; to point out the opportunities accessed by domestic workers; to examine employers' perception and treatment towards domestic workers; to identify why domestic workers frequently change their work place; and to examine if the increasing payment of domestic workers is affordable to the employers or not. In order to assess the issue, the research employed qualitative research approach, mainly by applying the tool in-depth interview and key informant interview. The participants of the study were selected by purposive sampling method. The study used a total of twenty participants: eight domestic workers, six employers, and six brokers. The major findings of the study are that workers change houses very frequently because of uncomfortable characters of their employers and brokers' influence. It was also indicated that domestic workers often face disrespect in the society. Similarly, some of the challenges of domestic workers found out in the study were that they are physically and emotionally influenced, they face lack of love from their employers, and they encounter rape attempt. The study also showed that the main reasons of scarcity of domestic workers are that there are many job opportunities these days relatively than before, and migration to Arab countries. The research has an implication to Social Work in different ways such as policy and program, social work practice, social work education, and research; so that it is an area to be worked on further.

Chapter One: Introduction

1.1. Background of the Study

Domestic work is one of the most remarkable occupations in people's lives. Similarly, assessing any problems related to this issue is significantly important to safeguard the career's related matters. There are many reasons to be interested to this topic. In my personal informal observation, the first one is that everybody seems to worry about domestic works, and domestic workers. Instability, scarcity, payment, and other issues associated with hiring domestic workers are given emphasis in this study. These days, if one family wants to give birth to a baby, they have to think together about someone who supports them at home to raise their child. This is because it is not easy to get domestic workers at a time we need or there is a probability that mothers quit their job and stay at home to bring up their children. Therefore, studying this issue is not only a benefit to employers of domestic workers, but also it is a contributor to the wellbeing of the society at large.

This job of domestic work is considered to be part of the service sector job. Ethiopia's second largest sector of employment is the service sector (Broussar & Tsegaye, 2012). But main barriers for adolescents and young women in the labor market are that they have lower educational level. So they are forced to take up paid work in the informal sector – one of which is a domestic work (Marina, 2016).

Though there may be more points to be considered, this research focused on six most important issues that are related to domestic work. The first one was the contributing factors to reasons of scarcity of domestic workers. Secondly, the reason of frequent change of working houses of domestic workers will be assessed. Thirdly, how domestic workers are treated and perceived among the employers and society was considered in the study. In addition, challenges and opportunities faced by domestic workers were found out in the study. Affordability of domestic workers salary was the other issue considered in the research.

I informally noticed that one of the major challenges of Addis Ababa residents is scarcity of domestic workers in the city. These days, everybody has to work to survive unlike to those old days. One can make a simple observation that a middle and lower class family in Addis Ababa cannot survive only by fathers'/husbands' income. An individual's income cannot cover the basic human needs for the family. Because of this, every adult tries to work in order to generate an income. Therefore, individuals who are responsible for a family especially mothers need to have someone who takes care of their children and their house chores. Hence, we see female workers who are usually hired by such families to serve as baby sitters, but in the case of Addis Ababa, it is better to call these individuals as 'Domestic Workers' because they are expected to perform all works in the house.

According to ILO (2019), the delegates to the 2011 International Labor Conference supported a general formulation that draws on the feature common to domestic workers that they work for private households. The Domestic Workers Convention, 2011 (NO. 189), reflects this when it defines "domestic workers" in Article 1 as:

- (a) The term "domestic work" means work performed in or for a household or households;
- (b) The term "domestic worker" means any person engaged in domestic work within an employment relationship;
- (c) A person who performs domestic work only occasionally or sporadically and not on an occupational basis is not a domestic worker.

From the informal observation I had, Addis Ababa residents also agree with or commonly understand the definition of ILO for the domestic workers. The research focused on the assessment of domestic works related issues such as scarcity, instability, how people perceive and treat the workers challenges & opportunities of domestic workers, as well as if the increasing payment of domestic workers is

affordable to the employers. The research was conducted in Nefas Silk Lafto sub city, District 12, Lafto Betach an area where many brokers and domestic workers are available.

1.2. Statement of the problem

Elsa (2011) points out those female domestic workers face verbal abuse, physical violence and sexual harassment including verbal insults of sexual harassment nature and violence in the form of rape. Similarly, verbal abuses in the form of nagging, demeaning, and belittling were reported to be common. Elsa's finding further indicated that domestic workers hardly exercise any labor rights, and they suffer from excessive hours of work and heavy workloads. Furthermore, they have no consideration of rest time; they usually experience long meal intervals, and have no payment for overtime.

As outlined in the research question, we can understand from the circumstance that domestic workers face remarkable challenges while working for households. The challenges they face in these houses may have a prolonged effect on their lives and do not allow them to enjoy the rest of their life.

The other issue that is raised in my research question- 'instability of domestic workers' has also a very high connection with the challenges mentioned above. Instability is basically a challenge for both the employers and the employees. Even though the challenges may vary, the workers face different discomfort conditions that make them to be unstable in one household for a long time.

There was a compressive and cross sectional assessment made on violence being committed against female domestic workers in Gulele subcity Getachew(2006). Getachew's result showed that the relationships between the domestic workers and their employers was mostly characterized by negative behaviors. The other violations pointed out in the study were that the rights of domestic workers such as political participation, access to educations opportunities and services were denied. Moreover, the target domestic workers had been found to be experienced persistent violent behaviors examined in the study as psychological aggression, physical assault, sexual harassment/abuse and mental cruelty/unkindness by their employers.

One of the reasons for the scarcity of domestic workers in Addis Ababa is supposed to be the migration of young women to the Middle East, especially to Arab countries. Intersection of poverty, exploitation and violence has been experienced by Ethiopian adolescents involved in the Middle East maid trade. Meaning, as the research made in Amahara region, one returnee said that 15 % of migrants got a good income. Another returnee said that the plane by which she returned from Saudi Arabia was full of young women who had bad experience except one and all of them could not finish contract beside they are suffering from trauma- induced mental illness and other had suffered from serious abuse. Another returnee said, “They bind us in a contract but the contract stands only for the employer’s advantage because they beat us, starve us, let us work 24 hours a day until the contract is completed (Nicola, Elizabeth and Bekele, 2014).

Researches which are conducted on the different labor market issues abroad also raise the issue of domestic workers. These researches on the labor market of migrant domestic workers and on their recruitment practices and working conditions show that it contributes to the vulnerability, exploitation, and abuse of these workers in the Gulf countries([USDL], 2003).

Guday (2005) also states that women domestic workers divorced and widowed at an early age are vulnerable to poverty and pass it to their children, specifically to their daughters. The fate of those girls is that they migrate to the towns and work as domestic workers or commercial sex workers.

The other reason why rural girls migrate from rural to urban is also searching for a better life. Young Ethiopians from rural areas aggressively migrate with promises and hope. They are targeted because of the demand for cheap labor in the Middle East (USDS, 2015). But they have not addressed and explored the problems related to internal domestic workers. The concern of this study is to know the reason of scarcity, instability, how employer and society perceive and treat them, challenges, opportunity, affordability (difficult to pay for employer and may not enough for domestic workers). In Addis Ababa, issues related to domestic workers are one of the major and stressing social problems for the people that live in the city.

These days, it is becoming very common to hear from the society that scarcity, increasing salary and instability of domestic workers in Addis Ababa is increasing from time to time. When I go everywhere like school, work and different social gatherings, everybody talks about what they faced because of scarcity, payment and instability of domestic workers. Individuals (especially mothers) are frequently heard that they have stopped their jobs because they couldn't get someone who takes care of their children. And this significantly affects routine life of a family.

Most of the time, mothers' productivity in the work place is based on the time freedom they have at home. If they have no one who does the chores at home, they will be repeatedly absent from their office work and that may cause conflict with their bosses. If they are learning also, it affects their education because domestic chores are performed by women most of the time in Addis Ababa as culture.

The title and the target groups were selected because of the researcher's interest to know stresses related to domestic work and workers. The area was chosen because domestic workers and brokers or agencies are reasonably available in this area.

1.3. Research questions

1. What are the major factors for the scarcity of domestic workers in Addis Ababa?
2. Why do domestic workers frequently change working houses?
3. How do people perceive and treat domestic workers?
4. What are the challenges or problems domestic workers face?
5. How do people express the importance of being a domestic worker and the opportunities associated to it?
6. What is the participants' view about the affordability of domestic workers' salary?

1.4. Objectives

1.4.1. General objective

The research is intended to assess scarcity, instability and other issues associated with domestic workers in Addis Ababa, the case of Nefas Selk Lafto sub city, Wereda 12(Lafto Betach).

1.4.2. Specific objectives

The research will try:

To identify factors that influence domestic workers not to be adequately available

To identify why domestic workers frequently change their work place

To examine employers' perception and treatment towards domestic workers

To assess the challenges faced by domestic workers

To point out the opportunities accessed by domestic workers

To examine if the increasing payment of domestic workers is affordable to the employers or not

1.5. Significance of the study

Scarcity, instability, the ways they are perceived and treated among their employers and society challenges and opportunities of domestic workers, affordability of increasing payment are very remarkable issues to change their life in the world of domestic work. In other words, the issues related to the domestic workers in Addis Ababa are cases that highly focus on the employers and the workers themselves. It is especially a problem that puts employers who have kids in stress.

Therefore, it is believed that if these issues were addressed with regard to domestic workers, it would take the concerned bodies' one step ahead to suppress the problem mentioned in the research questions. Because, these days many women are getting chance to higher education and improving themselves professionally, but there is also other personal life issues such as raising children. It is difficult to manage family, education, job, and social life together equally without someone helping at home as we are not technologically developed and unable to follow easy life style. Hence, making an assessment on domestic workers related issue is one of the most important and timely matter.

1.6. Limitation of the study

The limitation I faced in this study was that I was highly challenged in collecting data because of COVID-19. That means some of the subjects of the study were afraid of the pandemic to sit for the discussion. The other limitation I faced in this study was that it was not easy to get my participants; especially, the employers because they were not adequately coming to the brokers' shops due to the pandemic. Even though there were such challenges, the researcher tried to tackle them by giving much time and effort to it.

1.7. Scope of the study

The problem is the case for the whole city of Addis Ababa in my observation. However, this research focuses on one sub city (Nifas Silk Lafto sub city) Woreda 12, specifically 'Lafto Betach'. I have chosen the location because: 1) it is the area where I found out the serious inaccessibility of housemaids by my own personal observation and by my informal public observation's assessment, 2) there are many middle class and higher class living standard families, and many Brokers' offices in the Woreda.

Though there are various issues about domestic workers, this study will assess the issues such as scarcity, instability, how employers and society perceive and treat the workers, challenges & opportunities of the domestic workers, affordability of increasing payment of domestic workers in Addis Ababa, Nefas Selk Lafto sub city woreda 12 (Lafto Betach). From the different types of the work, the researcher is intended to focus on housemaids.

1.8. Operational definition of terms

- Scarcity - It is to mean not having domestic workers at a time we need.
- Instability – It occurs when domestic workers frequently change working houses.

Chapter Two

Review of Literature

This chapter focused on the different reviews which are related to the issues of domestic workers in Addis Ababa as indicated in the research questions and research objectives. It tried to review the various literatures with regard to the issue. This part specifically discussed six different sub topics, namely: reason to be domestic workers, opportunities of domestic workers, challenges faced by domestic workers, migration versus domestic work, brokers' role to the scarcity and instability of domestic workers, and theory. All the sub topics are reasonably explained and supported by scholars' views.

2.1. Reason to be domestic worker

According to Getachew(2006) most of the domestic workers in Addis Ababa come from rural areas of Ethiopia. Getachew (2006) found out that poverty of the family is the single most important cause, disintegration of family or death of one or both parents of children entering into domestic work. He also added some additional push factors such as escape from family violence, escape from unhappy and early marriage. Child marriage remains very common in Ethiopia. One of four Ethiopian girls still marries before the age of 15 (Central Statistic Agency [CSA], 2012). The other factor is the individuals' being attracted by city life. Similarly, one or both parents' fear of harmful traditional practices and peer pressure were among the main pull and push factors.

According to Pathfinder International (2007) in many ways Ethiopian female in most families is of lower status and commands little respect in relation to her brothers and male counterparts. In Ethiopia as most developing countries, reproductive health and family planning is made more complex by constraints on women's access to education and their rights to control major decisions in their lives including the number and spacing of their children.

It is widely pointed out by United Nation development Program [UNDP] Ethiopia (2018) that gender inequality exacts significant toll on multiple dimensions of development in Ethiopia. Mean years of schooling for females is just 1.6 less than half of the already low mean years of schooling for males, 3.7 years. There is also a gap at the secondary school level enrolment rates i.e. 10.8% for women, and 20.7 %for men in 2016. It is further stated that women are obliged to take in vulnerable forms of employment that fail to protect their basic labor rights. Unpaid care and domestic work also cause severe constraint to gender equality and women's empowerment.

Ethiopian Youth are dissatisfied by growing economic inequalities, long years of repressive political conditions and environmental challenges (Fikadu ,Priya & Tekalegn, 2019). At the same time, they are lured (attracted) into migration, influenced by perceived Diasporas' remittances derived by social and familial expectations. Positive images about migration and Diaspora often circulate family narrative, popular culture and state policies in Ethiopia (Ephrem, 2011; Ayalew, 2017).

2.2. Opportunities of Domestic Workers

The government of Ethiopia has spent most of its national budget on education and in the last decade more than 80% of new schools have been built across the country. In line with this, most of these schools have evening programs in addition to the regular one (Workineh, 2013). A good opportunity for house maids schooling as the nature of their job would not allow them to go to school at the day time so existence of night school program is a chance to improve themselves (Yohannes, 2014).

The positive aspect domestic workers could benefit because of internal migration are that domestic workers escape the economic challenges in rural areas, transfer remittances, urban values and behavior patterns to their rural places. It also helps them to flee from the patriarchal control of males in the rural areas (Aynalem, Hama & Rokia, 2012).

WIDE Ethiopia 3, (2014) states that the investment in infrastructure positively affects job creation for the rural youth in three important ways. Firstly, local non agricultural job opportunities are created through the direct participation of youth in the construction projects. Secondly, improvements in roads and transport infrastructure have made commuting for work to other areas easier for youth in some of the rural communities. Thirdly, improved access to main and feeder roads in the rural communities has encouraged the establishment of micro and small businesses, though with limited scale. In this regard, we can understand that young women have wider opportunities to be hired in non- agricultural jobs.

Roads have enhanced access to inputs, markets and economic information, and improvements in electricity infrastructure have introduced power for production. These three sets of factors had the combined effects of creating additional employment and earning opportunities for the rural youth.

During growth and transformation plan (GTP1) period (2010/11-2014/15), 5.5 million youths participated in micro and small scale income generating programs. The government aims to increase youth participation in small and micro enterprises from 59% in 2014/15 to 90 % by engaging 7.43million youth in such enterprises (UNDP,2015).

As to Yohannes (2017), the Addis Ababa City Administration's Small and Micro Enterprises Bureau had been working to create 161, 106 jobs during fiscal year of 2017. Opening a discussion forum organized jointly by the Bureau and Addis Ababa University on the possibilities of job opportunities in the capital, Bureau Head Leulseged Yifru said that the Bureau has been working to create job opportunities for the youths and women.(Yohannes,2017)

2.3. Challenges Faced by Domestic workers

Domestic violence is patterns of abusive behavior in any relationship that is used by one partner to gain or maintain power and control over another partner. It can be physical, sexual, emotional, economic or psychological action that influences another person (U.S. equal employment opportunity commission, 2012).

As Kidest (2012) points out, domestic workers are among the world's most vulnerable workers. One of the sources of vulnerability according to her is the intimacy that is often characterized by the relationship between the employer and the domestic worker which makes the treatment of the workers as family members- not as workers. It has also been explained by Mantouvalou (2012) that such sense of intimacy can be false because the relationship between the domestic worker and the employer is characterized by a difference of status. Sometimes the status difference can have also a cultural component in which the cultures of domestic workers serve as a base of creating asymmetric status between employer and domestic worker.

Getachew (2006) identified a couple of vulnerability of domestic workers in Addis Ababa due to rural styles of dressing, walking, etc. which were taken as symbols of backwardness and lack of civilization by the urbanite-elite employers. And it's followed by abuse. There are different ways abuses done to domestic workers. The most common form of violence against domestic workers is verbal abuse (Getachew, 2006).

Domestic workers face health problem beside psychological and mental consequences, female domestic workers those who are experienced sexual violence suffer from unwanted pregnancy, unsafe abortion, sexually transmitted diseases including HIV, sexual dysfunction, and trauma to the reproductive tract, and chronic infections leading to pelvic inflammatory disease and infertility (Andualem, 2014).

Uramato (2014) argued that in many countries domestic workers are not protected by the general labor laws, and are excluded from receiving the minimum wage. On average, domestic workers earn less than half of average wages; some earn less than a fifth. He further argued that we need to realize the benefits that domestic work and migration for domestic work can offer, and this can only be achieved if these women are in safe and profitable work.

Domestic workers often work very long hours and are allowed little or no rest. For example, the majority of domestic workers in Indonesia worked more than 70 hours per week and even some others work 21-22 hours per day (Amnesty International, 2007). In Chili, domestic workers work for 67.6 hours per week (ILO, 2013). Similarly, ILO (2011) publicized that domestic workers work 61 hours/week in Philippines. According to ILO (domestic work Policy Brief [DWPB7]), working for more than 60 hours per week brings long term health problems. It is more likely that workers with such conditions often go on disability retirement.

According to Kideit (2012) lack of legal protection to their rights and their lower status in the societies were the main factors for many domestic workers to be abused and exploited by their employers. The majority of domestic workers women and girls, and were often poor and less educated. Their vulnerability further complicated with the far distance of their work place from their families and friends.

Domestic workers perform the critical work of social reproduction, household maintenance and care work that sustains the current generation of workers and raises the next generation. Without private household workers, life would grind to a halt for the middle and upper class families who hire them.

Were it not for their assistance, many doctors, lawyers, professors, stockbrokers, and business owners would be unable to carry out their familial responsibilities or perform their professional duties. Yet, despite the essential role that domestic workers play in household maintenance, they are often underpaid, sometimes abused, and frequently undervalued for the work they perform (Premilla & Tiffany, 2018).

2.4. Migration versus domestic work

Rural to urban migration and human mobility can create a range of positive consequences as well as new challenges for the Ethiopian population and the policy makers (Assefa, Seid & Tadele 2006). But the effects of migration to urban areas both on the economy and on the migrant themselves are not fully understood (Assefa, et al, 2006).

According to (Overseas Development Institute [ODI], 2013) conducted a survey in two districts in Amhara regional state Kelala south Wello, and Kobo north Wello and points out that adolescent boys and girls in both districts practice internal as well as external migration. The finding of the study indicated that adolescent girls from extremely poor rural households first migrate to the worda town of kobo to work as house maid before moving on to bigger towns such as Alamata and Woldia to work in hotels and individual houses.

According to (Human Right Watch [HRW], 2007) domestic work is large and growing sector of employment, especially for women in the global labor market, especially in the Middle East and western countries due to aging societies in developed countries.

Marina (2016) states that there is an estimate of 67.1 million domestic workers in the world, and out of this is 11.5 million migrant domestic workers. This represents 17.2 % of total number of domestic workers. Domestic work is predominantly carried out by women who accounts 83% of all domestic worker worldwide (Domestic workers policy brief, 4).

Ethiopia is a large source country for female domestic workers to the Middle East and Gulf States. An estimated 170,000 -180,000 women depart each year among whom 60-70% is estimated to be irregular migrants (Marie & Adamnesh, 2016). Those who migrate through irregular channels, because they perceive it as less costly or as their only option are often unaware of the associated risks, and the living and working conditions in transit and destination countries. Migrants who resort to illegal brokers experience great suffering in their journey. Women in particular, face physical and sexual abuse by smugglers or other criminal actors (ILO, 2016).

2.5. Brokers role to the scarcity of domestic workers

Legal and illegal migration channels are run by the same brokers, with increasing vulnerability of girls especially with regard to the illegal way of migration as it is more risky (United State Department [USDS], 2012). Some members' states show a policy reference for adoption of voluntary codes of conduct to govern labor brokers. Numerous migrant rights groups, labor bodies, researchers and faith groups around the world have documented fraudulent practices performed by brokers (ILO, 2013). Those different bodies performed fraudulent like none existed, Miss Representative Conditions of work and wages, falsifying contract imposing excessive and illegal fees, facilitating human trafficking (Flecker, 2011).

According to Nicola, et al. (2014) the head of Hara women's Association said that they spend a lot of money just because they do not know the different offices they need to go to process their travel.

They have to pay the broker to take them through the process. The fees the brokers charge are payments that are prohibited by law. Sometimes the money is more than ten thousand (Nicola, et al. 2014).

As Fikadu, Priya and Tekalegn (2019), in Ethiopia, multiple layers of brokers, transporters, employers, ordinary residents and hawala agents engage in selecting housing, transporting, protecting, facilitating the access of foreign control actors including the antihuman trafficking command post, police officers working at check points, and border guards that are organized and placed along the main migration routes to prevent irregular migrants mobility and target smuggling networks.

Brokers and smugglers also try to make use of the humanitarian industry whenever possible. For instance, many Ethiopian smugglers are registered in the refugee camps of Kenya, Malawi and Mozambique, so that they can use their refugee status to situate themselves in this migration space. The smuggler also helps migrants to be registered and hosted at a refugee camps in the situation of uncertainties in their journey until they monitor the route. The above discussion indicates how contemporary migration is informed, conditioned and mediated by various dimensions of migration infrastructures (Fikadu, et al, 2019).

In the face of limited opportunities for legal migration paths, large numbers of young people not only dream of international migration but are also determined to more high risk departures in multiple directions towards Europe via Khartoum, the Sudan crossing the Sahara desert, Libya and Mediterranean sea, towards the middle East via Djibouti, Somalia and Yemen by crossing Red Sea, towards South Africa by crossing several international borders (Asnake & Zerihun, 2015).

Flaker & Teresa (2015) state that historically, broker's presence in the labor market was an ongoing problem for workers in the permanent work force.

In effect, brokers modified the nation's labor supply on a rental basis in order to avoid labor standards. The presence of brokers resulted in powerful downward pressure on employment conditions across the border and for all workers.

2.6. Theories

2.6.1. Self Determination Theory

Self Determination Theory (SDT) is a psychological model used to classify and analyze different types of motivations (Richard & Edward 2015). There are three major types of motivations in SDT: intrinsic motivation, extrinsic motivation and a motivation. Intrinsic motivation relates to feeling motivated to do a task. The process of doing the task is the motivating factor in deciding to do the task itself. Extrinsic motivation comes from the desire for an outcome or other result of doing the task, rather than the desire to do the task itself. Amotivation is lack of motivation to do a task, when the task is done out of a lack of alternatives or simple habit. The researcher applied this theory to the development of her interview questions to help qualify and interpret data.

These different types of motivations can be related to scarcity, instability, opportunity, and the way employer treats domestic workers. As the summary of Richard and Edward (2000) threats of punishment, deadline, and evaluations undermined intrinsic motivation. On the other hand, providing people with choice acknowledging their feelings, perspectives tended to enhance their intrinsic motivation. Internal domestic workers' motivations incline towards an opportunity to work for higher wages in the city and to continue their journey. Domestic workers can be extrinsically motivated to migration to earn more because as every human they want to change or improve their life.

Extrinsic motivation comes from outside the task (Edward & Richard 2016). Most of the time domestic workers do their jobs because of the money they earn monthly, to get home to stay in, because of parents they support, illegal brokers' information, and other external reasons.

Domestic workers perform their job by limited choice and without motivation and desire to do the task. Because domestic work is a degraded sector for many people who are economically low, uneducated and migrants mainly involved. Due to these facts, domestic work is characterized by an extreme power-imbalance between domestic workers and their employers (Anderson, 2000).

The types of motivations mentioned above will be used in data analysis by correlating the factors that motivate the domestic workers towards their job. On the other hand, the push factors that discourage the domestic workers, and if their discouragement is among the reasons of their scarcity will be analyzed based on the given theoretical framework. The type of motivation in which the domestic workers work is explained in the analysis. Similarly, the researcher used the theoretical framework for drawing the final conclusions and recommendations.

2.6.2. Labor Market Theory

“Labor Market Theory is one of the various theories that are often used in social work researches. Especially, the theory is usually applicable in studies that focus on employments and employees”. Fields, (2005, p.3) points out that labor markets are important because most of the poor derive all of their income or the great bulk of it from the work they do. Among the labor market theories, this study will specifically focus on segmentation or dual labor market theory.

2.6.2.1. Labor Market Segments/Dualism

In labor market theory, “segmentation is connected with segmentation of market into separate parts or segments and identified by certain characteristics” (Jakstiene, 2010, p.54). Jakstiene describes that conceptual framework of labor market segmentation was being developed since the second half of the 18th century.

The basic concept of the dual labor market is divided into two distinct segments, termed as the primary and the secondary sectors. The primary sector offers jobs with relatively high wages, good working conditions, and above all stability. “The secondary jobs, by contrast are characterized by poorer working conditions, highly personalized relationships between workers and employers, and high instability and turn over” (Piore, 1972, p.2). Furthermore, Wachter, (1974) strengthens that workers in the secondary sector exhibit high levels of turnover and unemployment.

The researcher has found this theory important for the current study because the issue of domestic workers which is a focus of this study is basically categorized in the secondary labor market sector. According to this theory, the major factor for the scarcity of workers is the very frequent turnover of the workers; besides, there is high number of unemployment rate in this sector. The theory shows that the nature of the job such as highly personalized relationships of the family members with the worker leads to poor and unstructured working conditions; and that again leads the domestic workers to frequently change their working houses.

The way domestic workers are treated and perceived by their employers has been described by Wachter, (1974) as there is lack of employers to maintain stable employment relationships with their domestic workers.

Wachter further explains that workers in the secondary job category usually face dissatisfaction because of the challenges they frequently face. These challenges are often characterized by too many working hours, lack of scheduled rest, disrespect from the employers, and the likes.

When we look at the current study, domestic workers usually face the challenges that are mentioned in the theory, and that results in the maid's instability and regular turnover. Similarly, there is a remarkable scarcity of these workers in Addis Ababa as this is one of the characteristics of the employees in the secondary job category.

To summarize, this section has two parts – the literature review and the theoretical framework. In the literature review part, five different sub-topics which have relations with the research questions and the research objectives were included. In all the five sub-topics, various scholarly articles and journals were critically reviewed and the issues in the research questions were explained based on the reviews.

In this section, reason to be housemaids was the first issue that was supported by the different literatures. The second matter addressed in chapter two of this paper is the opportunities domestic workers get because of being in this profession, and because of being in that social status. The various opportunities that are supposed to benefit the domestic workers are discussed in this part. Thirdly, this chapter has also discussed the different challenges often faced by domestic workers. These challenges were characterized by various ways and developed by different scholarly views. The other sub-topic reviewed in this section is migration versus domestic work. This part deals with the association between domestic work and the migrations which are both externally and internally carried out. The impact one has on the other has been discussed in this section. The last issue discussed in this part is brokers' role to the scarcity of domestic workers. This part broadly discussed and reviewed how domestic workers' brokers influence the scarcity occurs with regard to domestic workers.

A theory of this study has been generalized by two theories. There are Self determination theory and Labor Market Theory. In self determination theory most domestic workers have no intrinsic motivation towards their job for different reasons such as society perception towards them, different challenges they face. And extrinsically motivated by needs of benefits and outcomes after getting opportunity to make some money, to go to school at night and to get home to stay in. when we come to a motivation, it's when the task is done out of a lack of alternatives. Due to these motivations they become unstable. Instability may leads scarcity and scarcity may cause to increasing payments of domestic workers.

In general domestic workers intrinsically motivated when they get acknowledgment and choice. And de motivated or perform their job without choice when there is punishment, evaluation and the like.

When we come to labor market theory it's segmented in to two. That is primary and secondary. The primary sector provides high wages, good working conditions and stability. The secondary sector is characterized by poor working conditions, high instability and frequent turn over and unemployment.

According to labor market theory the major factor for the scarcity of domestic workers seems to be frequent turn over. As the theory shows there is highly personalized relationship of the workers with the employers. This leads to poor and unstructured working conditions and as a result leads to domestic workers to frequently changing their working houses. And workers in secondary sector often dissatisfy with their jobs because of challenges they face. There are long working hours, lack of scheduled rest, disrespect and others.

Chapter Three

Methods

The research is intended to explore some issues associated with domestic workers in Addis Ababa. For this study, qualitative research method was applied based on the research questions raised by the researcher. Generally, this part deals with the method in which the research was conducted. It includes research design, instruments of data collection, and issues of sampling techniques and analysis.

3.1. Research design

This research is a qualitative research in nature. Therefore, qualitative data collection methods were employed in the study. The research used qualitative design because the nature of the research questions designed for this study is qualitative. For this specific research, data collection techniques such as in depth interview, and key informant interview were used.

Kothari (2004) points out that research method may be understood as all those method/techniques that are used to conduct the research. In this research, the research question: ‘what are the major factors for the scarcity of domestic workers in Addis Ababa’ was addressed by in-depth interview, and key informant interview. The research question: ‘how do people perceive and treat domestic workers was addressed by in-depth interview. Similarly, both methods addressed the two research questions that read ‘What are the challenges or problems domestic workers face?’ and ‘How do people express the importance of being a domestic worker and the opportunities associated to it?’ The last research question, ‘Why do domestic workers frequently change working houses?’ was answered by the two methods.

3.2. Selection of Research participants and Inclusion criteria

For this study the research used purposive sampling technique. Purposive sampling can be very useful for situations where a researcher needs to reach a targeted sample quickly. Domestic workers who have 2 years and more than two years work experience were included in the study. Similarly, brokers who have their own office with a minimum of one year experience are in focus. When it comes to house maid employers, who have hired five and more house maids at different times were purposely approached. The researcher had deliberately divided the participants in such a way to get them with reasonable experiences of the issue. The researcher used these inclusion criteria with the assumption that experience is important to better understanding about the issue. The minimum years of experience used for the criteria were believed by the researcher to be sufficient for the purpose of this study.

Domestic workers who have two years experience were selected because they usually change more than two houses in this duration of time or when I meet them they most probably come to the brokers to change their work place. In my view, a minimum of 2 years work experience is enough to understand their work situation, to get idea about their future work and to come to a decision about how they continue their lives. Brokers who have office for a minimum of a year also are expected to have enough understanding about the domestic workers, employers and generally about the business. When we come to the employers who changed five or more workers, they are experienced that they knew the different reasons of their own and of the workers to leave, so that it gave the clue to the scarcity.

Key informant interview was conducted with the brokers because brokers have a chance to know both sides - employer and employee and have their own role.

Regarding the sample selection, sample was specifically selected from the three population categories: domestic workers, brokers, and employers. Hence, the researcher intended to make an in-depth interview with the research participants until the data reaches its saturation point. In broad terms, saturation is used in qualitative research as a criterion for discontinuing data collection and/or analysis (Glaser & Strauss 1967). Saturation means that no additional data are being found (Benjamin et al. 2017). Similarly, Urquhart (2013) points out that saturation is a point in coding when you find that no new codes occur in the data.

3.3. Method of data collection

The research used two data collection techniques. These are in-depth interview which was conducted with the domestic workers and employers. The in-depth interview with the domestic workers was conducted because of the intention that some of them might not want to share their experiences with the group. Twenty participants took part in this study. These were eight domestic workers, six brokers, and six employers. The domestic workers who participated in this research were those with more than two years of work experience. Similarly, brokers of more than one year experience who have their own office, and employers who hired at least five domestic workers when the interview was conducted were included.

At first, interview tool (both in-depth individual interview and key informants interview) were translated to Amharic and explanations were made to the participants about the purpose of the interviews. In this study, the researcher used two data collection methods through carefully designed tools as primary data sources. These are in depth individual interviews and key informants interviews.

First, the researcher had taken consent in a written form and told them about confidentiality of information. After doing that notes were taken and voice was recorded throughout the interview. Similarly, the researcher used audiotape and took note for the key informant interviews. As secondary sources of data, different documents that were written on the area were used.

3.3.1. In-depth interview

In-depth interviewing is a qualitative research technique that involves conducting intensive individual interviews with a small number of respondents to explore their perspectives on a particular idea, program, or situation (Boyce and Neale, 2006). Also, Showkat, (2017) clearly describes that in-depth interview is a very helpful qualitative research method in which the researcher collects data directly from the participants with a purpose to extract the desired information from the respondents. For this specific research, in-depth interview was used to collect qualitative data from domestic workers, domestic workers' employers, and brokers.

The place of interview was in brokers' office, and at suitable coffee shops; also for the employers, it was at their homes and at brokers' shops based on their interest. The time taken for the in-depth interview was 45 – 50 minutes. The questions that were used to guide the interview are semi-structured ones, that is the researcher has formulated a set of questions that all interviewees were asked. Then, depending on the interviewee's answers, each in-depth interview took different follow up questions on related themes raised by the interviewees themselves.

3.3.2. Key informant interview

Kumar, (1989,p.1) points out that, “ key informant interviews involve interviewing a selected group of individuals who are likely to provide the needed information, ideas, and insights on a particular subject.”

Kumar further explains, “Because information comes directly from knowledgeable people, key informant interviews often provide data and insight that cannot be obtained with other methods. Key informants may offer confidential information that would not be revealed in other settings.” We can understand from this view that this type of interview is made with individuals who are supposed to have sufficient information on an issue than others.

In this study, the researcher used brokers as key informants because brokers have a huge role on employers and employees in the process of hiring domestic workers, and are well informed about the issue. The interview was held in the brokers’ offices. Similar to that of in-depth interview, semi-structured interview guide questions have been prepared for this purpose. In other words, the main interview guide questions were followed by follow up questions such as why? What do you mean by that? How? ... and the likes.

Although there are different interviewing techniques, this interview was conducted by face-to-face interviewing technique. The advantages to this technique are that it provides a free-exchange of ideas, and lends itself to asking more complex questions and getting more detailed responses (Kumar, (1989)). Most of the research questions indicated in chapter one were addressed through this tool. This interview too approximately took 45 – 50 minutes with each participant.

3.4. Method of analysis

Data analysis is one of the most significant issues in designing a research. Creswell, (2014) states that data analysis involves segmenting and taking apart the data as well as putting it back together by an intention of making sense out of text data. Accordingly, the collected data was translated to English; then data analysis went through reducing into themes through a process of coding.

Similarly, the researcher of this study saw all the data gathered and tried to reflect on the meanings of all the data and on the participants' general idea and the tone of the ideas at this stage.

Therefore, the researcher developed codes only on the basis of emerging information collected from participants, then use predetermined codes and fit the data to them or use some combination of emerging and predetermined codes. Validating the accuracy of the information took place here by interrelating themes, or descriptions. Description involves a detailed rendering of information about people, places, or events in a setting (Creswell, 2014).

At its final section, this study also focused on the last interpretation of the gathered data. At this point, the researcher made meaning out of the findings by comparing them.

3.5. Ethical consideration

The research followed all ethical standards. All the three categories of participants had the right not to disclose their names, and work places. All the researcher needed was the right responses of the participants rather than their names and their work places. The participants may not feel comfortable in telling their names and exact work places as they may think that it will put them in a problem with regard to their jobs.

But the researcher asked and knew their names, making an agreement that it will be kept in secret, and will never be disclosed. They also have the right not to be recorded. If they felt discomfort in being recorded, the researcher would take other options such as writing down their responses. The aim of the study and the expected duration of time it took were presented well to the participants and confidentiality is well kept and respected. Written consent note was signed before proceeding to the interview. Generally speaking, the researcher flexibly and systematically collected the intended data along with respecting the rights and needs of the participants.

CHAPTER FOUR

FINDINGS

This chapter deals with the analysis and presentation of the findings. It broadly analyzed the results found out through interviews of the sample domestic workers, the brokers and the employers of domestic workers. The findings were cross-checked with the research questions raised in chapter one and analyzed based on them.

4.1. Participants Characteristics

Table 4.1: Socio demographic characteristics of domestic workers

Participant code	Age	Education level	Year of work experience
DW01	40	Grade3	10
DW02	27	Grade9	4
DW03	25	Grade6	6
DW04	23	Grade9	2
DW05	20	Grade 6	4
DW06	30	Illiterate	9
DW07	22	Grade 11	11
DW08	19	Grade 4	7

To study Socio-demographic characteristics of domestic workers, eight participants were included in the study. Regarding their education level, the maximum level is grade eleven. Two have completed grade nine, two have completed grade six, one has completed grade three, one has completed grade four and one is illiterate.

Table 2: Socio-demographic characteristics of Employer participants

Participant code	Age	Sex	Year of hiring	Occupation
E01	40	M	6	Scholl director
E02	40	M	5	Merchant
E03	35	F	5	Accountant
E04	35	F	10	Teacher
E05	36	F	6	Sociologist
E06	33	F	6	Accountant

Concerning the Socio - demographic characteristics of employers, there were four female employers and two male employers who participated in this study. Maximum age of the employer participant is 40 years and the minimum is 33. In terms of occupation, the participants were one school director, two accountants, one sociologist, one teacher, and one merchant. All are employers who hired more than 5 domestic workers for more than 5 years.

Table 3: Socio-demographic characteristics of broker participants

Participant code	age	Sex	Year of experience	Education level
B01	45	F	15	Grade12
B02	32	F	4	Grade10
B03	45	M	4	Grade12
B04	28	F	4	1 st degree
B05	28	M	4	College student
B06	30	M	8	Vocational school

With regard to socio-demographic characteristics of brokers in this study, six brokers involved. Among these, four of them had four years experience in their own office, whereas, broker 01 had fifteen years experience and broker 06 had eight years experience. When we come to their education level, one was a college student, one had BA degree, three of them have completed grade twelve, and one has completed grade ten and vocational school.

From the findings of the in-depth interviews with all participants, analysis of all questions such as determinant factors of scarcity of domestic workers in Addis Ababa challenges of domestic workers, opportunity of domestic workers, frequent changing of houses, affordability of salary of domestic workers for employers and how people perceive domestic workers and other related issues were thoroughly dealt with.

4.2. Factors that contribute to Scarcity of Domestic Workers

According to most participants, lack of freedom, work opportunity, migration to abroad, less internal migration, opening of schools in the remote areas, work load and disrespect were mentioned as factors of scarcity. But quarter of the participants believes that there is no scarcity of domestic workers in Addis Ababa because they see many young women in brokers' offices.

First, there is no freedom in other person's house because I think about how they treat me, and that makes me feel uncomfortable. To overcome this, many domestic workers live together by renting house for two or three and engage in other jobs such as working in small textile industries. Because of this, the scarcity happens. Secondly, they plan to go to abroad to make better money in few years.

Domestic worker 01 said, "When I came here, there were many children coming to Addis Ababa to be domestic workers, but now nobody comes because of the available school opportunity there in the countryside. If I had got this chance to learn there, I wouldn't have come here. These days, parents have obligation to send their children to school".

Similarly, domestic worker 03 responded, "In my opinion the reason of the current scarcity of domestic workers is that young girls under 18 cannot come to Addis Ababa now because schools accuse their parents if they stop going to school and move to other places."

The information she has is that young girls are not allowed to go to bus stations and take bus to other areas unless they are with their parents. She said, “I think that is the reason for the scarcity. The opening of the schools everywhere has brought this change. Currently, no one comes from my birth place nor are they exposed to early marriage because they have access to education.”

These descriptions show that the scarcity is increasing because the factors are not one time factors. Schools’ improvement is continuing as a country, job opportunity is increasing because the country is developing; so many factories or industries are being built; also when awareness increases, the need for freedom increases.

The most majority of employers believe that there is scarcity of domestic workers in the city. They give reasons like other job opportunity with better payment, freedom, migration to the Arab countries, and building their own family. They don’t care about leaving a house and getting hired in another house because there is scarcity of supply of workers in this category. But few participants believe that there is no scarcity, but there is instability.

According to employers, work opportunities are created for domestic workers. Employer 02 mentioned, “Previously they had no much work opportunity, but now they can work as daily laborers in construction companies and can earn better income.” Staying in the house and outside is different. So in country sides, domestic workers wage is very cheap, but in Addis Ababa it is expensive because of other job opportunities.

Employer 01 said that when we confuse them they do not feel comfortable. They know that it is not their parents’ home and when we add other uncomfortable environment on them, it is difficult for them to stay with us. We have to maintain family spirit in them.

The other employer replied, “My reason was that she started to ask for permission frequently and she needed more freedom. When I refused to give permission now and then, her character had totally changed, and she had become disobedient. Then, I fired her because of that.”

According to little more than half of the subject brokers, there is scarcity of domestic workers. The reason for this is that domestic workers prefer to work in hotels because of the time and work freedom; they even earn less than the domestic worker’s salary which has high work load and stress. The nearly half of broker participants believe that the scarcity is seasonal; it happens in September, in holidays and in summer because the workers go back to their birth place for holiday and school during these seasons. According to the brokers, domestic workers are bored by the nature of their job; they also feel that there are other job opportunities. The other broker respondent believes that demands and supplies of domestic workers are not balanced. And illegal brokers persuade the workers to work in hotels and to migrate to Arab countries.

4.3. Reason of Instability of Domestic Workers

Most of the participant domestic workers change households frequently due to employers’ behavior. Domestic worker responded, “There is no freedom. Even if you are sick you cannot sleep. No one says it is good to work as a domestic worker because everybody knows about the job. In your house, even if you have nothing to eat, at least you can take rest freely.” Only few of the participant domestic workers replied that they change houses because of work load and not executing responsibility properly.

It shows that employers do not treat them properly, and they do not consider their workers as family members. Also from workers side, they don’t want to tolerate and fix these kinds of problems. Related to instability, there is a question about the commission that brokers get. It reads, “For how long does one time commission serves or stays active?” The answer of all participants to this question is similar.

If the employers fire the domestic worker in fifteen days, they cover both sides' commission, and if domestic workers leave by themselves they similarly cover the commission of both sides. Except one broker all said that they get commission 15% of the payment.

According to half of the employer participants, instability of domestic workers happens frequently because of brokers. As one of the employers responded, there is always demand so they don't worry to change from one household to another. The other one said that it is because of character of employers. An employer replied that domestic workers' work load and their salary become incompatible; then they change households.

Also employers responded to the question that was asked to know if the domestic workers were happy. To this question, most of them said that they are happy in some ways. One said, "Most of them are not good so I am not happy". Employer 05 said that it is rare to be fully happy with them, but life taught her that she has to minimize her expectation from them; so these days she has better feeling for them.

From the brokers, two of them said that they replace workers if they leave a house in 15 days. The remaining all say that after signing the paper, the responsibility is taken by themselves and the commission is not returnable.

About the instability, three of the brokers said that the reason is disagreement with employers. That is when the things go to unexpected condition. First, both the employers and employees lie about their situation. Employers lie about the number of their family members; they tell the domestic workers that they are two or three, but it is not the truth. Domestic workers on the other side lie about their skill to maximize their salary. Those reasons create conflict between the two sides.

The other two said that the reason is work load. And as one of the brokers (broker 03) responded, “employers cannot handle domestic workers properly; they don’t show them love and respect”. And the other one (broker 06) said that illegal brokers call them to change place for better salary. In addition, they have boyfriends and it also makes them change houses frequently. when the domestic workers have boyfriends they push to meet them, but there is no employer to let them free for continuous days so they leave houses and stay for some days with their boyfriends and get back to work in new households(broker 06&02,and employer,06)

4.4. Society’s perception of domestic workers

As participants said, most of them believe that both employers and the society are more respectful for domestic workers. Domestic worker 03 witnessed that when she was new domestic worker, employers used to treat them badly. She also stated that they did not even see her as a human being. According to domestic worker 02), “These days they respect us, but in some houses even we have no freedom to sleep when we are sick”. The other domestic worker said that most employers do not respect them, but there are some good people who respect them. The other one (domestic worker 07) said, “The society respects us but employers consider us as unwanted, inferior group and dirt being”. But two of them said that they are respected in the society also in the working houses. Domestic worker 04 said, “When I meet my employers, first I tell them that I am here to change my life; so they show me proper behavior.”

The finding shows that half of broker participants think that there is no respect for domestic workers. Even some employers do not give them or share them the same food that they use. And some of them do not have positive attitude for all domestic workers. And half of the brokers believe that it is relatively better than before.

According to one employer participant, they are well respected in the society. One participant also replied that she is normal for them, but she expects them to see her like family. The other all participants responded that they are not respected. According to employer participant 05, “There is high power imbalance- we apply every power on them; that is our fault, then we understand their value in the absence of them”.

There was a question that says “do you try to convince domestic workers to stay with you?” To this question, all participants replied that they do not negotiate with them. Employer 06 said, “I let them go immediately”. The other one (employer 02) answered that once they start thinking of leaving to go, they cannot be stable.

4.4. Domestic workers’ perception towards their job

Significant number of the employees that participated in the research does not like their job, but they have to survive and look for other options; until then they continue working. As they have replied, they don’t like their job because of the disrespect of employers, the way they treat them, and lack of freedom. When they said freedom it is time freedom to do something they want, and most of them are not happy with the employers’ control. And work load is also another reason that makes them hate their job.

Related to this question, there was a question that reads, “What was your wish to be?” When they answered to this question, all participants said that they wished to continue their education. Two of them responded that if they could take some training, they would start other better works. All the remaining said that they regret about their current status and they wish that they had learnt and worked in government organizations.

Move to conclusion, the above discussion implies that they dislike their job, and it is also the reason to the scarcity of domestic workers and frequent movement from one house to another. It also shows that the domestic workers have no satisfaction for themselves; also they don't satisfy their employers.

4.6. Challenges of Being Domestic Worker

Among the eight domestic workers, seven of them mentioned different challenges they had faced, but one said that she had not encountered any problem or challenge. The stated challenges were disrespect, attempt to rape, refusing to pay salary, high work load, dissatisfaction of employers, and complain about finished food items, unwillingness to give day off, bad employers in general and small salary.

Domestic worker (06) said, "I do not consider the challenges as a problem that much, but in one house I worked for 1 year and seven months. I was working until 2 P.m. at night." And employer 01 said, "Chores burden is difficult for my wife because she has health problem. Late sleep and early waking is a must without domestic workers." And domestic worker 07 said, "My third house was ground plus three; it was difficult for me to work and I used to go to bed at 8:00 local time at night." One of the domestic worker participants said that sometimes they were not willing to give her day off because she told them that she had no relatives here in Addis Ababa. So when she asked for day off, they used to say, "For what reason do you ask for day off? Is it to spend it with boys?" Because of this, she was afraid of asking for day off.

From those challenges two participants have said that high work load is their challenge; two of them have mentioned that complain about finished food items is their challenge; the other two have raised that they faced attempt to rape.

As one of the domestic workers expressed her challenge, in the first house there were two grown up sons; and she said, "One of the boys used to harass me frequently."

Finally, one day he came in working hours when there was nobody in the house, and he came to the kitchen. I was shocked and I tried to close the door and the door cut his nails. Then I run out to my aunt's house." Domestic worker 03 said, "I heard that some domestic workers leave the house because of the harassment and rape by the employers." She has also witnessed that she has information that there was a woman who left the house when she got pregnant due to rape committed by her employer." Working for bad people has been mentioned by two workers. One participant has said that she has not encountered a different challenge or problem.

Two employers have witnessed that they do not consider their workers as family member, and they don't even acknowledge their work. The other one has said that there is often communication barrier between employers and employees due to language variation; besides, the employers don't see them as humans. They have no proper time and place for rest; employers have also witnessed that they exaggerate the workers' mistakes than their own. Sexual abuse is also among the challenges of domestic workers as it has been revealed by the employers. Employer 03 pointed out, "One of the challenges domestic workers face is that they are sexually abused by their employers or employers' sons. They are usually forced to do such things." Only one of the selected employers has said that there is no significant problem faced by domestic workers.

Sometimes employers lie about number of their family; so when the domestic workers know the truth, they become unhappy. As two of the brokers said, the domestic workers are also get raped by their employers. As indicated by broker 06, they usually witness about domestic workers by providing their identity card that we receive on the day when they are hired with signature of both the employer and the employee.

“But they often agree by short cut; by giving money to the domestic worker. During this kind of incident, we cannot accuse, but we just witness,” the broker added. Related to this question, there was a question that reads, “Is there anyone who was punished by the trial? In this regard, the broker responded that in 2011 E.C an employer was accused by a domestic worker and sentenced to three years prison.

Other broker raised work load, salary problem and misunderstanding as the most frequent problems faced by domestic workers. Employers think that domestic workers have to work 24 hours; besides the employers refuse to pay the whole money when the workers want to leave.

Almost all the brokers believed that being a domestic worker is difficult because of taking all the responsibilities of household chores and other things in the family. As one of the brokers has witnessed, the domestic workers are fired at night and beaten. Also illegal brokers use them for their benefit; they don't think about the right of the domestic workers. The other broker has said that it is difficult because both sides have problems; employers lie about number of their family, employees ask more money than their skills and working capacity, and they lie too. The other (broker 06) said, “Employers are problems creators”. Most of the time, they don't show love and respect to their employees. Also employees make mistakes to avoid accountability; they go to other broker's shop to look for other households. Those reasons and illegal brokers make the profession difficult.

4.10. The opportunity of being domestic worker

Half of the participants said that they get nothing out of being a domestic worker. Few of employees said that it is helpful for depositing money and more than a quarter believe that it is good for different life skills. Domestic worker 03 said, “I learn various life skills from the couples I worked for. For example, what a good mother looks like, what a good wife and husband look like, and I even learned what kind of husband to get married to. These all will help me for my future life. I learned a lot about different individuals' characters.”

As all employer participants' agreed, domestic workers have no major headache of Addis Ababa's house rent expense. They don't bother about the monthly food items/stuffs. They can save all the money they earn. Employer02 said, "we send them to school at night, we send them to Arab country for better salary so they are advantageous than degree holders". The other one (employer 01) added that they are safe in the house and they also get additional family.

Except two brokers, all believe that it is good for saving the whole salary. Basically, they have no food and house expenses. Sometimes other costs are also covered by employers. According to the two brokers some employers send domestic workers to Arab countries, and they also help them to start their own family. One of them said that it is good only for their safety.

4.8. Affordability of Domestic Workers' Salary

The finding shows that most of the domestic worker participants have similar understanding on this issue that they replied as it is not easy for most employers to pay their domestic workers' salary. Almost half of the domestic worker participants responded that the issue of affordability is different from house to house, but hiring domestic worker is a must due to the life style of the households in the city. One participant domestic worker (04) said that she worked for two households and both were financially good, but her friend told her that she even couldn't receive her salary monthly because of the employers' financial problem.

Another domestic worker responded that even without availability of enough food items in the house, they have to pay their workers' salary which is difficult. One also said that most employers afford the salary, but her last employers were not able because they lived in 'korkoro' house but they paid for her 1500 birr per month, and it was not affordable for them.

According to two of the employer participants, salary of domestic worker is affordable for the employers. The other two replied that it is difficult for most families to pay, but they have no choice. One of the respondents said that if husband and wife are both workers who engage themselves in outside jobs, it is ok to pay for domestic worker; otherwise, it is difficult for employers. Related to this idea, there was a question that reads “Is giving bonus or gift helps them to stay a long time with one household?” All the participants responded that they have habit of giving their domestic worker bonus and gift. Employer 02 said, “If my wife changes her approach, they can’t resist it even if they are given bonuses.” However, three of them responded that bonuses/gifts help them to stay a little longer.

According to two of the broker participants, employers pay the salary of their domestic worker with difficulties. All the others replied that they afford domestic workers’ salary. As broker 06 pointed out, the government should do something about salary of domestic workers. As he said, if there is standard of salary for this job category, employers will also benefit from it because it will be known and fixed.

4.9. Payment of Domestic Workers

Nearly half of the subject domestic workers believe that their payment is not enough, and more than quarter of respondents think that it is enough for the time being. A few of the workers believe that it is not enough by itself, but employers cannot pay more than the salary they currently pay. They also believe that related to the country’s situation, it is good. Generally, they think that as any other employees they are not satisfied by their salary. So, if there is better salary, they are always willing to try.

All brokers agreed that the salary depends on the employers’ income and ability to pay. According to (B 02) “domestic workers payment is incompatible because sometimes it is 1500 birr and sometimes 800 birr is paid for similar work”. The other research participants believed that it is not enough, but employers cannot pay more than the usual payment.

Except two employer participants, all the others believe that payment of domestic workers is more than enough because they can save all the money they earn. All other expenses are covered by employers most of the time. One employer expressed this by saying, “they get more than a degree holder, because they have no expense and they can keep it all”. The two employers think that it is not enough for them; so they give different compensations for them. Like buying clothes, sending different things for their families, buying mobile card etc.

4.10. Brokers’ Role for Instability of Domestic Workers

More than half of the domestic worker participants believe that brokers have no role on the instability of domestic workers. Few participants from domestic workers believe that they have contribution to the instability and other few domestic worker respondents have no idea about it. According to them, they even advise the domestic workers to be stable. So, they believe that the instability comes from their own expectation and from employers’ treatment.

Except one broker, all participant brokers believed that brokers have contribution to this. One of them said that employers encourage illegal brokers directly and indirectly; they consider brokers working without office and license and who do not pay tax for government as illegal brokers. As broker 03 said, “Employer receives workers without agreement paper on the road with less commission”. Another broker (06) said that illegal brokers have much contribution and domestic workers ask them to find another job for them to change. Another female broker said “male brokers do this most of the time if the workers are willing”.

According to the employer participants, most of them think that there are hands of brokers in the instability of domestic workers. As one employer participant responded, he heard that they called and asked domestic workers about houses where they currently work. Therefore, the respondent believes that brokers have their own role in instability of domestic workers, but they have no role for the scarcity because

scarcity occurs by external factors. The other also added that brokers have much contribution in this issue because their life basically depends on the income they get from the commission.

4.11. Unavailability of domestic workers in the households

According to all employer participants, the work load is difficult even for house wives. One employer said that it is difficult for a large family and working moms. The other one also added that they cannot leave their children at home without domestic workers. Similarly, one responded that mothers cannot manage household chores, taking care of their children and their job together without domestic workers.

Chapter five

Discussion

The reason why this study is conducted was to find out about the lives of domestic workers in Addis Ababa and to explore some issues related to them.

5.1. Factors for the scarcity of domestic workers in Addis Ababa

Concerning scarcity, most participants say that there are many work opportunities these days relatively than before. Especially brokers mentioned opportunity of working in hotels and cafes are accessible for domestic workers. Besides, government bodies are trying to create many job opportunities. As UNDP (2015) indicated, the government aims to increase youth participation in small and micro enterprises from fifty nine percent to ninety percent in 2014/15 by engaging seven point three million youths in such enterprises.

In this current study, most employers mention migration to the Arab countries as a factor for scarcity. And brokers also mentioned the act of illegal brokers as a factor in encouraging domestic workers to migrate to Arab countries. Ethiopia is large source country for female domestic workers to the Middle East and Gulf States. An estimated one hundred seventy to one hundred eighty thousand women depart each year among whom sixty to seventy percent is estimated to be illegal migrants (Marie & Adamnesh, 2016).

These descriptions show that this scarcity is increasing because the factors are not one time factors. Schools' improvement is continuing as a country, job opportunity is increasing because the country is developing; factories or industries are increasing; the need for freedom is also expected to increase when awareness increases. All these factors are expected to aggravate the problem.

As the finding of this study indicates, domestic workers have mentioned work load as a challenge of their job and reason for their instability. According to ILO 2013 (Assessment of Domestic Workers' Workload), it was found out that the domestic workers work for sixty seven point seven hours per week in Chili. Based on the researcher's informal observation, here in Addis Ababa domestic workers' work from 6 am in the morning to 10pm at night. That becomes about fourteen-fifteen hours in a day – which means ninety to one hundred five hours in a week. Besides, as the domestic worker participants said, there is no private bedroom for the domestic workers in most houses; so, they may sleep in living room or in the corridor. So, even if they finish their responsibilities, they can't sleep before the usual time because all family members have to go to bed first.

As brokers said domestic workers are bored of the nature of their job, and that is why they choose working in hotels and factories even when the salary is less than domestic work. As the finding shows, most of the employee participants consider a direct cash advantage only as a benefit. The others do not consider that situations like saving money, skipping from house rent and other basic expenses as an advantage. The fact that the nature of the job helps them to save the money is the most agreeable idea by the three categories of participants.

5.2. Reason of Instability of Domestic Workers

Most of the participant domestic workers change households frequently due to employers' behavior. Domestic worker responded, "There is no freedom. Even if you are sick you cannot sleep. No one says it is good to work as a domestic worker because everybody knows about the job. In your house, even if you have nothing to eat, at least you can take rest freely." Only few of the participant domestic workers replied that they change houses because of work load and not executing responsibility properly.

It shows that employers do not treat them properly, and they do not consider their workers as family members. Also from workers side, they don't want to tolerate and fix these kinds of problems.

According to half of the employer participants, instability of domestic workers happens frequently because of brokers. As one of the employers responded, there is always demand so they don't worry to change from one household to another.

According to theory of labor market, the various challenges faced by workers in the category of domestic work lead them to be instable in their jobs. Scholars in the area such as Wachter (1974) explain that instability most often occur because of unhappiness in the job. This unhappy character happens whenever workers have any sort of disappointments in their occupations. The ultimate result of this dissatisfaction according to labor market theory is quitting the job or being instable in one area of the job.

5.3. Perception of society and employers towards domestic workers

As the domestic workers indicated, Perception of society and employers for domestic workers is better than before. And half of the brokers said that there is no respect for domestic workers. Also all employers except one replied that they are not respected in the society. Besides, as all employers said they do not ask them to stay with them at all. I think if the society has positive attitude for them the answer of employers will definitely be positive. They may try to convince domestic workers to stay with them.

According to Kidest (2012), lack of legal protection to their rights and their lower status in the societies were the main factors for many domestic workers to be abused and exploited by their employers. The majorities of domestic workers are women and girls, and are often poor and less educated. Their vulnerability is further complicated with the far distance of their work place from their families and friends. In this study most domestic workers answered that they change houses by the reason of employer inappropriate characters. As they say they are verbally abused and sometimes beaten by them. And all are from poor family. Besides, their maximum education level is grade 11.

As Wachter's labor market theory (1974, p.639) shows, the way domestic workers were treated and perceived is an indication that there is employers' lack of maintaining stable employment relationship with their domestic workers. Similarly, the finding of this study has shown that all the three category participants mentioned that the way domestic workers are treated by their employers has a problem. As broker 03 said, "Employers don't show love and respect to their domestic workers; if they do this, there might have not been scarcity and instability". She added, "They need love than other benefits". The other broker said that domestic workers get bored by the nature of the job and by the character of their employers; so they choose to work in hotels and cafes.

5.4. Challenges Faced by Domestic Workers

Domestic violence is pattern of abusive behavior in any relationship that is used by a partner to gain or maintain power and control over another partner (U.S. Equal Employment Opportunity Commission, 2012).As one employer participant said in finding, there is power imbalance between domestic workers and employers. Brokers also mentioned that domestic workers are physically, emotionally and economically influenced. As they said, they are in need of love and respect more than any other benefit. Besides, as the two of domestic worker participants said, they encountered attempt of rape. Related to this, the study of Anduaem (2014) indicated that domestic workers also face health problem. Those who experienced sexual violence suffer from unwanted pregnancy, unsafe abortion, and sexually transmitted diseases including HIV. But in this study no one experienced these kinds of problems.

The other issue is perception of domestic workers in the eyes of employers. The finding shows that most of the employees said that there is disrespect towards them; so they do not feel satisfied. Disrespect and other challenges that they face expose them to instability.

According to labor market theory, Wachters (1974, p.639) explanation, “working condition, working hours, and lack of scheduled rest create high turnover and unemployment”.

Domestic Workers’ Perception towards their job considers it as it is just for waiting or surviving purpose until they can change their work or migrate to Arab countries. All domestic workers’ thoughts are changing their job and going to Arab countries. And most of them say that they regret about their education. According to Kidest (2012), the majority of domestic workers women and girls were often poor and less educated. Their vulnerability is further complicated with the far distance of their work place from their families and friends.

Guday (2005, p.145) states that domestic workers divorced and widowed at an early age are vulnerable to poverty; also the poverty passes to their daughters. The fate of those girls is migrating to the towns and work as domestic workers or commercial sex workers.

This study also shows that separation of parents (domestic worker 07), unwanted marriage (domestic worker 03), searching for better life and being attracted to city life (domestic worker 06), are reasons for domestic workers’ migration to cities.

From the above discussion, we understand that they dislike their job, and it is also the reason to the scarcity and frequent movement from one house to another. The domestic workers have no satisfaction for themselves; also they don’t satisfy their employers.

5.5. The opportunities associated to being domestic worker

As the findings of current study have shown, half of domestic worker participants think that they get nothing except their salary. Few of them said that it is conducive to save money, and the remaining domestic worker participants said that it is good to learn different social skills.

Employers said that they do not bother about renting houses and other basic needs. Two brokers also say that it is good to save the money.

Aynalem, Hama & Rokia (2012), argued that the positive aspect of being domestic worker is that they can escape the economic challenge in rural areas; it helps them to flee from patriarchal control of males in the rural areas, adapt to urban value and behavior pattern to their rural places and transfer remittances.

In this study participants said that they came to Addis to support their family, to improve themselves. To escape from unwanted marriage, to go to Arab countries and one said to continue her education when her parents got divorced.

According to Yohannes (2014), a good opportunity for house maids is schooling as the nature of their job would not allow them to go to school at the day time; so availability of night school program is a chance to improve them.

5.6. Affordability of domestic workers' salary

When we come to affordability of domestic workers salary, most domestic workers have similar attitude. They believe that it is difficult in most families, but they have no choice. As domestic worker 02 implied, "they have to pay our salary even without availability of enough food stuff in the house". The other one (domestic worker 06) mentioned one household living in korkoro house, but pay one thousand five hundred birr for domestic worker because they had a child. Most employers also believe that it is not easy for most families to pay monthly salary for domestic workers. But most of the brokers believe that it is affordable for most families.

The finding shows that life without domestic workers is difficult in Addis Ababa because of the life style the households follow. It is difficult to escape economic problem by one side income. Because of this, engaging in some job is must for wives and moms these days. They have to work outside, and there is transportation problem; so, working house chores after their income generating jobs is difficult for households of Addis Ababa.

According to broker 06, “Demand and supply does not balance in Addis Ababa. Every house hold in Addis Ababa needs domestic workers. If you have a child you hire domestic workers even if you are a housewife. Especially, during school time, they need to prepare lunch for their children early morning. So they need domestic workers as a must.”

As the finding indicates, brokers’ role on the instability is high. Except one broker, all believe that there is broker’s role on the instability especially illegal brokers. Also most employers say that there are hands of brokers on the instability. But when we come to domestic workers, only few of them think that there is brokers’ role. The brokers call ‘illegal brokers’ for brokers who have no license and office.

Historically, brokers’ presence in the labor market was an ongoing problem for workers in the permanent work force. In effect, brokers modified the nation’s labor supply on a rental basis in order to avoid labor standards (Flaker & Teresa, 2015). Current study shows that most employer participants and most brokers believe that brokers’ role on scarcity and instability of domestic workers is very significant.

Most domestic workers say that their salary is not enough. But more than quarter of them said that it is enough for the time being. As brokers say the payment of domestic workers is inadequate and even though the salary is small, employers cannot pay more than today’s salary. When we come to employers, most employers believe that the current payment of domestic workers is more than enough.

Uramato, (2014) argue, in many countries domestic workers aren't protected by the general labor laws, and are excluded from receiving the minimum wage. On average, domestic workers earn less than half of average wages; some earn less than a fifth. He further points out that we need to realize the benefits that domestic work and migration for domestic work can offer and this can only be achieved if these women are in safe and profitable work. As the current finding tells us, attitude of employers is that they are concerned only about themselves. They don't consider the service they get. Also in Ethiopia, it is obvious that there is no balance between wage and payment on the labor market.

5.7. Domestic workers' motivation

As self determination theory shows, the intrinsic motivation is interest to do some tasks. According to this theory, domestic workers are less motivated intrinsically as the findings of this study also indicated. They are more pushed to do a task by extrinsic factor and a motivation like survival.

As Richard & Edward (2000) pointed out, punishment, dead line, and evaluation decrease intrinsic motivation. According to the participants, reasons of instability are character of employers, work load, rage and nagging. When we see character, if they punish them in different ways or follow their work by evaluation or by putting dead line, domestic workers don't like this and they don't want to stay in that house. It is also related to scarcity as they said in in-depth interview, it has no freedom as other jobs like working in factories, hotels and as 'temelalash' (part time) domestic workers; so, they have no motivation for the job due to the above reasons .

The finding shows that domestic workers do their job by extrinsic motivation because of the money they earn and deposit to change their job, also they do their job by limited choice without motivation and the sector is degraded. It also has extreme power imbalance between domestic workers and employers (Anderson, 2000).

According to domestic worker responses, dissatisfaction of employees and less freedom are reasons for choosing other sectors. Hating the job, instability, disrespect, not getting love and lacking patience for mistakes committed by them are also additional reasons.

5.8. Employees' relationship with their employers in the eyes of labor market theory

In relation to labor market theory secondary sector, the finding of the study is highly connected with this theory. Half of the employees believe that there is scarcity of domestic workers in Addis Ababa; most of employees also believed that they change houses frequently. The theory says that in this sector, there is high turnover of workers. Besides, the nature of the job requires highly personalized and unstructured relationship with the family members. This kind of relationship exposes them to be restless, every mistake is projected on them and one employer said that they apply every power on them. Based on Montouvalou (2012), such sense of intimacy can be false because the relationship between the domestic worker and the employer is characterized by a difference of status.

As the finding of the study indicated, most of employees said that they change houses frequently due to the character of their employers, according to the domestic workers, there is nagging, from the side of employers, the domestic workers are not acknowledged for their work; employers always complain about unfulfilled orders without noticing the worked (performed) things. These were among the reasons that drive them to change houses frequently. The other issue raised is related to lacking freedom to do anything. Employers exaggerate their mistakes which brings power imbalance between them.

Chapter six

Conclusions and social work implications

6.1. Conclusion

The aim of the current study was to find out the conditions of domestic workers and associated issues in Addis Ababa. As the finding shows, domestic work is difficult and complex because of the working place and nature of the job. The job requires living with the employers. It also requires starting work early in the morning and working until the employers go to bed. This chapter tries to summarize the findings as follows.

Based on the six research questions, all participants answered their own ideas and thoughts. More than half of all the participants think that there is scarcity of domestic workers in Addis Ababa. This implies that most participants agree with the idea that there is scarcity of domestic workers in Addis Ababa.

With regard to research question number two (How do people perceive and treat domestic workers?), the finding indicated that there are many improvements in how domestic workers are treated in the society. Especially, most of the employees and broker participants were found to believe that society's attitude towards the employees is relatively good these days, but most employers believed that domestic workers are disrespected and mistreated in the society. We can conclude from this finding that even though much effort is still needed to make domestic workers respected group of the society, there is a promising improvement. This positive attitude may be better defused in the society as overall awareness, economy, education, and law enforcement increases in the city and in the country at large.

In the case of the challenges faced by domestic workers, it was found out through this study that these workers are forced to pass through various life challenges.

As can be referred in the finding section, the major challenges of these workers are: tiresome work load, less amount and quality of food, attempt to rape, disrespect, language differences with employers, and exaggeration of mistakes. These challenges are supposed to be huge hindrances for such workers who come from a totally different background, with less education, and with lack of experience in coping up with such challenges. On the other hand, this can even be a reason for the scarcity and instability of the workers because it would be very difficult for the domestic workers to survive and comfortably carry out their duties in such environments.

Regarding the importance of being a domestic worker and the opportunities associated to it, saving money and learning different social skills were witnessed by most of the respondents. This finding indicated that although there are many challenges associated to the job, there are also advantages that can attract the employees to the job. Most participants, especially the employers suggested that domestic workers do not worry about inflation, house rent, or any other expenses of food items. If domestic workers are free of all these worries with which all the society is shaken up, it may encourage them and help them to at least stay in the job until they are able to open small businesses or transfer to other job opportunities.

When it comes to salary affordability of domestic workers, the finding of the study showed that it is very difficult for most of the employers to pay salary of their domestic workers. The study revealed that many employers are forced to hire domestic workers regardless of their income. This is due to their overall lifestyle and the need of someone that takes care of their children at home. The problem is that even though they hire a worker because of their high need, it was found to be very challenging for them to pay the salary every month. This shows how much the employers are in a tight conditions and difficulties with regard to having domestic workers.

On the other hand, paying domestic worker's salary with such a great challenge significantly affects the life of the employers because they obviously pay the salary by decreasing it from the basic needs of their household.

Regarding reasons of domestic workers frequent change of houses where they work, the research has come up with some significant results. As the finding indicated, most of the employee and broker participants revealed that their reason to change house is their employers' uncomfortable behaviors and disagreements. This shows that there are continuous disagreements with employees and their managers. Although the disagreement may occur due to various reasons, we can understand from this study that it has become a reason for instability of domestic workers. This ultimately affects the life of both the employees and the employers either directly or indirectly.

On the other hand, the finding showed that more than half of the employer participants responded that the reason for the frequent change of houses is brokers' needs of improper income. This means that brokers usually make the domestic workers leave from the houses where they work because they get an income whenever the workers get into new houses. In other words, if a domestic worker is stable in one household, the broker doesn't get any income from that domestic worker. Therefore, as instability of domestic workers increases, the payment they make to the brokers increases.

When we come to the domestic work finding of this study shows us three things; the first one is that there is market (demand); so they just leave and change work place. The second one is that they also have no satisfaction on their job and salary. So they don't want to pay extra sacrifice for that. The third one is that they don't consider the household they work for as family; so it is easy for them to make any decision.

6.2. Social work implication

6.2.1. Implication to Policy and program

- As most respondents pointed out, there are illegal brokers in the market. And these illegal brokers in one way or the other affect the demand and supply of domestic work negatively. For instance, they make the domestic workers get hired with no legal bases; for example, with no surety or someone who is guaranteed for them, with no identity card and with no written agreement. Moreover, such brokers themselves do not have permanent places and legally registered licenses. Hence, the government should control that for the benefit of the society, especially the domestic workers themselves and the employers. This control could be made through preparing strong policy document that focuses on domestic jobs, and remarkable controlling mechanisms along with it.
- Similarly, the government's policy makers should be concerned about domestic workers and are expected to prepare standards of payment in the document for the workers. These standards, for example could be made based on the workers' work experience, education level, work performances, and so on. Salary increment of domestic workers is also recommended to have legal policy grounds similar to other professionals.
- Serious legal framework is needed from the government side because households' work life is affected negatively when these instability and scarcity occur. Legal framework such as letting the employer know (warning) at least by giving one month ahead of leaving one household as this applies to other organizations too. As the finding showed, all category participants mentioned that working moms are more vulnerable to the problems or consequences occur due to the scarcity and instability of domestic workers. And as some employers explained, quitting their job and bringing up children is common for some moms because of instability and scarcity of domestic workers.

So all organizations in which mothers work should continue facilitating children's corners and play centers for working moms. This may decrease stress and resigning from jobs for mothers, and it may create a much better environment for the wellbeing of babies and families.

- Nongovernmental organizations can work in collaboration with the concerned government bodies in building ethical standard for domestic work profession. Collaboration helps to see the issue from different angles, and experiences. It is also easy for budgeting and to accelerate the expected result.

6.2.2. Implication to Social Work Practice

- In order to avoid problems associated to domestic works, social workers that work at the level of 'woreda' and 'sub-city' are recommended to closely work with the domestic workers in their 'woreda'. This can be put into practice by organizing association of domestic workers at 'sub-cities' and 'woredas' level. If the workers' association is created under the thorough supervision of the social workers, it becomes easier to better handle the situations related to domestic workers. The current study identified that there is problem of attitude of people and the domestic workers themselves towards their job. Therefore, the social workers are expected to teach the domestic workers on how to act towards their duties, and the employers on how to handle their domestic workers.
- The social workers should also work with the domestic workers' brokers and employers because they cannot bring about significant overall changes by only focusing on the domestic workers. Especially, the employers should clearly understand the objective of the association, and the fact that it doesn't have any impact on the employers. In this regard, the social workers are expected to play a remarkable role in convincing the employers and the brokers.

- The study also revealed that the profession helped the domestic workers to save their money because of the nature of the work. Since they live with their employers and have no living expenses, they can keep their income for future use. So social organizations and workers can use this situation to help them by giving trainings on money management and teaching them to have hope and dream to change their future lives. The social workers can also do this through the mentioned association.
- According to the result of the study, most employees are not attending school. So social workers should encourage them to continue their education. For example if they have association it is way to teach/advice them. This helps them to pass important decisions in their life.

6.2.3. Implication to Social Work Education

- It is believed that social work education helps to improve social problems. Therefore, schools of social work should be primarily concerned about these kinds of issues to solve related problems and create awareness. This can be done for example by developing curriculum in relation to such social jobs that are given very less attention by the society. This curriculum can also influence the government to pay better attention to these social groups.
- It should also be insisted through the studies of social work education that the issue is a very serious social issue. In this regard, scholars in the social work education are expected to facilitate in bringing the stake holders together and create significant collaborations.
- Similarly, Ethiopian social work education should focus on local issues such as this than global ones, and examples used and topics assessed should be of local context.

6.2.4. Implication to Research

- Social workers should carry out further studies related to this issue by identifying more problems and come up with their solutions. Because there is no much study on the issue of domestic work
- International and local social organizations may use this study as a base point and can produce a broader research and suggest better solutions for the identified problem.
- Based on this study, Ethiopian social work scholars may divert their attentions to this social problem and make further advanced studies.

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Appendix

Consent Form

My name is Sara Amare. I am a graduate student of Addis Ababa University, School of Social Work. As a partial fulfillment of the study, conducting a thesis project is mandatory. So that I planned to study a research entitled **Scarcity, Instability and other Issues associated with domestic workers in Addis Ababa: The case of Nefas Selk Lafto sub-city, woreda 12.** In this regard, your participation is very vital for the successful complementation of this project. For that you have been selected to participate in the study because of your experience and practice.

The participation is completely voluntary. And you should know that all the information you will provide will be kept confidential, also your name will not be mentioned in the report. Hence, if you confirm your willingness to participate in the interview, I will be interested to audio-record our discussion in order to grasp the details of the valuable information you will provide on the subject of my study. However, recording will be depending on your willingness. Otherwise, the researcher will take notes as much as possible. So now, can you confirm your willingness of participation in the in-depth interview.

I, the undersigned would like to declare that I have voluntarily participated in this study. I would also notify that I received 50 birr from the researcher in compensation of the time I had spent with her for the discussion.

Participant's Name -----

Date -----

Signature-----

Appendix 2

Interview guide

1. What are determinant factors of scarcity of domestic workers?
2. What is your idea towards your job?
3. Increasing payment of domestic worker is affordable for employer, if yes how?
4. What are challenges of domestic workers?
5. Do house maids' brokers play some roles for the scarcity of the house maids? If yes, how
6. If you were not domestic worker what would be your profession?
7. What are positive sides of being domestic worker?
8. Do you believe that domestic workers are enough payee
9. What are influences on the family by the absence of domestic worker
10. What is the reason of instability?

Guideline for the brokers and employers

1. What are challenges of domestic workers?
2. What are influences on the family by the absence of domestic worker?
3. Do you believe that domestic workers are enough payee?
4. Brokers role to change working place of housemaids?

5. How do you express Employers' satisfaction?
6. Honesty of workers against their employers and the brokers?
7. What is the reason of changing working place frequently?
8. Do you believe the payment of domestic workers affordable for the employer?
9. What are determinant factors of scarcity of domestic workers?