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## THE RELATIONSHIP PATTERNS OF EMPLOYERS AND HOUSEMAIDS IN MAKASSAR

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### ABSTRACT

*This study is a qualitative research that aims to illustrate the aspects that contribute to the pattern of the patron-client relationships of the employers and housemaids in Makassar. Moreover, this study aims to analyze the strategies of the employers and housemaids in establishing the patron-client relationships to become a pattern of cooperative relationship and kinship. This study employs a qualitative research with a phenomenological approach. This study was conducted in Makassar and it included four employers and four housemaids. Data collection was done through observation, interview, and documentation. Data which was gathered from observation and interview, as well as, documentation was processed and analyzed by componential analysis techniques. The results show that the aspects which were contributed to the pattern of the patron-client relationships of employers and housemaids included aspects of education, occupation, and income. Those different aspects caused imbalance relationships and tended to trigger conflicts. Nevertheless, the imbalance relationship between the employers and housemaids also could bring a harmonious relationship. This was caused by the ability of employers and housemaids to make an accommodation, where the employers and the housemaids attempted to conduct a compromise. They tried to reduce demand as well as tried to understand both their similarities and the differences. Accommodation or process of social adjustment was conducted by the employers and housemaids in order to obtain a balance (equilibrium) as only by that, the harmony can be achieved. Furthermore, the pattern of the patron-client relationships that usually ends in dissociate relationship or conflict could lead to a pattern of associative relationship. This was due to their ability to carry out a cooperative relationship. This was done through cooperation strategy bargaining, in which the employers and housemaids exchange goods and services that were mutually beneficial for them. In addition, they also conducted the assimilation. Therefore, although they have different religions and beliefs, they still have a harmonious relationship.*

**Keywords:** *Pattern of Relationships, Employers, Housemaids*

### INTRODUCTION

One of the relationship patterns between employers and housemaids is a pattern of patron-client relationships or commonly known as the patronage. The term patron is derived from the phrase in Spanish which etymologically means one who has the power, status, authority and influence. While client means subordinate or those who ruled and is instructed. Furthermore, the pattern of patron-client relationships is an alliance of two community groups or individuals that are not equal, in terms of status, power, as well as income, so it puts clients in a lower

position (inferior), and a patron in a higher position (superior). Alternatively, they can be interpreted that a patron is a person who is in a position to help clients (Scott, 1983).

The relationship pattern of employers and housemaids in Indonesia is commonly referred to as a boss and an underling, where a boss build power and influence by building an extended family ((Jackson, K.D, 1981). After that, a boss should be prepared to disseminate their responsibilities and establish a relationship with his underling personally, not ideological and basically is not politically.

At a later stage, the client responds by offering general support and assistance to the patron (Scott, 1972).

The patron-client relationship pattern as described above is also found in the city, especially on the relationship pattern of employers and housemaids. Makassar is one of the metropolitan cities in Indonesia which is populated by 1,352,136 people (BPS in 2010) and it is estimated to have 14.359 households whose status as a prosperous family and they use a housemaid or domestic worker service. In this kind of family, both the employer and housemaid establish a working relationship, which is sometimes good for some families but it is bad in the others. Housemaids or it is often referred to as the hero of employment and have helped the government to tackle unemployment, are often mistreated, tortured, raped, and even are murdered by their employers.

One of the incidents happened in Makassar regarding housemaid issues was the death of a housemaid, Hasniati or Ati (20 years old), in 2006. Ati, the housemaid from Sinjai, was found dead on the third floor, in the maid's room, after being assaulted by her employer. Wandu Tandawan (Ati's employer) was arrested at his house in Gunung Latimojong Road A8 after the police got reports about that torture. The incident caused demonstrations, especially by students and the community of Sinjai. It is believed that the murder of Ati was the worst case of the housemaid in Makassar ten years ago (Mashar, 2006).

The incident that was mentioned previously is one of several incidents that were experienced by housemaids in Makassar. Moreover, there are many similar incidents which unfortunately are unnoticed by the public domain. It is due to the workplace environments that tend to be closed. This reality is described by researchers as the iceberg phenomenon, where the surface revealed only a very

small amount of information, whereas there are numerous events that might be more concern.

Makassar is one of destinations of the rural poor people in South Sulawesi and from other provinces, which particularly people from the eastern part of Indonesia. These poor people generally come without sufficient knowledge and skills. They come only with the desire and determination to make a living. Some people come to Makassar because their family is already lived in Makassar, while some others come by themselves. Since they come without the knowledge and skills, their targets are in the informal sector, including as housemaids or domestic workers.

Bear it in mind that although no exact data on how long the average time of housemaids have been working in Makassar, it is strongly believed that the housemaids start or stop working on the employer is a reality, and this phenomenon is not something new and even happen in many places in Indonesia. Not only that, the phenomenon of working or retiring of housemaids often creates a happy or sad story. It is happy because between the housemaid and employer have a harmonious relationship and it is sad because they may have a disharmony relationship.

Both of the relations allegedly caused by the differences of background, their past life and present conditions and those differences cause an imbalanced relationship that may generate the patron-client relationships. This phenomenon is potentially result in conflict, which usually leads to unilateral termination by the employers, or any other form of harassment received by the housemaids. Furthermore, there also some cases where the housemaids hurt their employers, left without saying goodbye, and even kill their employers. However, the differences of life background between employers and

housemaids do not always lead to conflict. It is very often found that even the relationship between employers and housemaids is not balance or patron-client, they also establish a harmonious relationship.

The patron-client relationships between the employers and the housemaids as described previously is a phenomenon which is becoming a problem and interesting to be studied. Thus, this study was important to be conducted using a case study with a phenomenological approach, so the study not only investigated the reality of the relationship between employers and housemaids, but it also will look at its relationship more deeply, explore an idea of past life and recognize the contemporary conditions that accompany these relationships.

Lastly, the study was conducted in an attempt to provide answers to the issues facing the employers and housemaids, which until today remains a massive phenomenon, or it occurs in many places including in Makassar and the problem has not finished yet. Based on aforementioned reasons, this study was important to be conducted.

This study is particularly relevant to the former study conducted by some previous researchers, such: Rosenberg (2003) entitled "Trafficking of Women and Children", Aida,M (2006) entitled "Violence against Domestic Workers", Sitepu, A, (2007) entitled "The Poor Treatment of Employers to the Domestic Workers of Indonesia in Malaysia".

## RESEARCH METHODS

This study uses a qualitative approach with phenomenology approach. It is intended that the results give an idea or describe the systematic, factual and accurate information on the phenomena related to the life of the employers and the housemaids, the pattern of the relationships between them and the

strategies uses to deliver a harmonious relationship. A qualitative research method is used to examine the condition of natural objects, where researchers are a key instrument, and data collection is done by triangulation (combination).

This study uses a strategy of phenomenology, which aims to describe systematically and analytically the properties of an individual, symptoms, circumstances or a specific group or to determine the spread of a symptom of a certain relationship between the symptoms and other symptoms in the community. In this study, it is the life background of the employers and housemaids, patterns of interaction and social statuses, such as the recent conditions of the employers and housemaids.

This research was conducted in Makassar with considerations: 1) Makassar is a metropolitan city which is estimated to have 14.359 households whose status as a prosperous family and they use a housemaid or domestic worker service, 2) Makassar is one of the cities with high economic growth rate, infrastructure is relatively adequate, and it attracts people from the villages to try their luck and look for an alternative life in this city, 3) Makassar is an open city with a wide range of relationship phenomena of housemaids and employers which often becomes the public spotlight.

The subject in this study consisted of four housemaids and four employers of housemaids in Makassar that were selected with the following criteria: 1) a housemaid who live with her employer (live in), 2) a housemaid who have worked at least a year, 3) an employer who has hired a housemaid more than once, 4) a housemaid who has worked for more than one employer. All the employers who used a housemaid service was chosen by one of the following criteria: 1) The employer who is a husband and wife working in the public sphere, 2) The employer who works

as entrepreneur, 3) The employer who is well educated, 3) The employer that is "diaspora" who work as an entrepreneur.

### Data Collection Techniques

The data collection technique is a way to collect data and information related to the focus and purpose of the study, including the background of life, patterns of interaction between employers and housemaids, as well as, the social status of employers and housemaids. In this study, there are three data collection techniques used, including observation, in-depth interviews, and documentation. Data which was gathered from observations and interviews as well as documentation was processed and analyzed using componential analysis techniques.

## RESEARCH RESULT

### 1. Aspects of Patron-client Relationship Patterns of Employers and Housemaids

The results show that the aspects that contributed to the patron-client relationship patterns of employers and housemaids included aspects of education, occupation, and income. Four employers who employ a housemaid and four housemaids who have a different level of education, occupation and income, and that have led to the patron-client relationships. An employer, call Nur is a scholar and she is a teacher. Moreover, her husband is a civil servant who later also became an official in third echelon. Their life became bearable and they have a prosperous family.

Meanwhile, the housemaid call TT is a daughter of a farmer from Malino. TT finished her education in elementary school level and had worked in some houses as a housemaid before she works at Nur's house. At Nur's house, TT begins her works from early in the morning, when the Fajr adhan (call to prayer) is starting and finishes her works after her employers fall asleep at night. She begins in the

kitchen, preparing everything related to cooking breakfast such as boiling water, making tea and fried rice. After that, she cleans and tidies up the living room and terrace, and also waters the flowers in the garden or in the yard. When her employer, Nur and her husband go to work and their children go to school, TT washes the dirty clothes using a washing machine and some clothes are washed by hands. After that, TT takes a break, goes to shower and goes to the kitchen again to prepare lunch for her employers. In her break, she watches TV while doing some work, like ironing.

TT finishes her duties, such as cooking, ironing, and cleaning when Duhr adhan echoed in the mosque. Her employer, Nur and her family arrive at home around 13.00pm and eat food that was cooked and served by TT. Once her employer and her family finished their food and took a rest, TT cleans up, then takes rest a little bit and then make preparations for dinner. She cooks in the afternoon and before sunset, everything is ready. Her employers go to the mosque and then go home to have dinner together.

TT continues her work cleaning the house. Her employer, Nur, usually tell her to buy pastries or cakes at the neighboring tavern. But sometimes, TT also often fries bananas, potatoes or makes drinks for her employers and their children. After that, she is rest and watches TV. After her employers slept, Nur can go to the bed to sleep. However, before TT slept, Nur usually tell her what TT needs to do tomorrow, what TT needs to cook, other things that TT have to prepare. TT works at the house for 24 hours and do all the housekeeping stuff. That is the working relationship that TT has with her employer.

What happened to the Nur as an employer and TT as a housemaid, it is also similarly done by three subsequent employers and housemaids, respectively. NR and SR, SW and SIA, as well as, MG

and AS. All of them conducted the patron-client relationship patterns which were caused by the differences in level of education, occupation and income level. Different aspects of this theoretically should lead to imbalanced relationships and tend to result in conflict. However, the imbalance relationship also caused a harmonious relationship, it is due to the ability of both making accommodations where the employers and the housemaids attempted to carry out a compromise, the two are reducing demand, understand each other and understand both the similarities and the differences. Accommodation or social adjustment process is carried out by the employers and the housemaids in order to obtain a balance (equilibrium) because only by that a harmony can be achieved.

## 2. The Strategy of Employers and Housemaids in Building Patron-Clients Relationships

Many things can be seen when the employers and the housemaids have relations, one of which is how they do communication patterns. Based on the observations and interviews of four employers and four housemaids as well as the support of several other informants, it can be concluded that the four employers and housemaids use more inter-personal communication, where more employers take the initiative in communicating. Besides, the direction of the communication form is one way, but in some cases also occurred two-way communication, message properties govern or instructive, although there is also packaged in a persuasive and thick with kinship environment.

The principle is analyzed further if it became clear that the relationship between employers and housemaids from the aspects of communications laden with meaning depicting the patron-client relationships and partnerships. The patron-client relationships (Scott, 1983) occur

when the employer as the boss acts as communicators whose messages are to be implemented, while the housemaid as a subordinate acting as a communicant must implement the contents of the message. One-way communication usually takes place in feudal society authoritarian system, because almost all of its messages are the kings ruled and the people must obey the command (Deddy, M., 2000). In the context of employers and housemaids, this form of communication can be a potential conflict, which in turn could create disharmony relationship or a dissociative relationship. Meanwhile, the partnership occurs when an employer as a boss who acts as a persuasive communicator delivered his message, and a housemaid as subordinate consciously accepts the message without coercion.

Based on the fact above, and given back the results of interviews with the four former employers and housemaids, it shows that the average housemaids have been working on their employers between three to eight years. TT, SR, and AS have been worked three years, and SIA already worked around eight years. This shows that between the employers and housemaids, even though there are many differences, they can interact in a relatively long time. This happens is not because the housemaids can accommodate the differences in adjustment. Let's look back in the interviews of TT: "I realize that, I have long working hours and heavy workloads, but there is no choice except accept it." Excerpts of this interview show that TT actually less sincere, simply because there is no other choice that she eventually forced herself to work well. The labor legislation mentions that the working hours of a worker only 8 hours per day and if this is applied, it will be a problem between the employers and the housemaids, and because of this reason, the law that manages about housemaids

and domestic workers has never finished being discussed in the Parliament.

If TT is considered to have less willingness, it differed from SR, a housemaid who is already worked at 3 years with NR as her employer. NR previously had a housemaid who worked with her around 10 years. NR's former housemaid retired because she married. This proves that NR has a special value for her housemaids. The secret is nothing but a high appreciation of the housemaid in accordance with the messages of her parents to treat their housemaid as a family. Let's look back to SR statement. "My employer is a nice person and she treats me as her own family". This statement indicates that although SR works full time in a day, she is still working well, she has a high willingness to work because her employer was care and treat her like family.

NR's treatment to her housemaid can also be seen from the aspect of communication, even though almost all the communication is on the initiative of the employer and tends to instructive, SR also often make suggestions. Thus, it can be said that the communication made by NR and SR, sometimes one-way communication, but sometimes using two-way communication. They recognize and understand each other so that the nature of the message every time they communicate always persuasive. Although it looks like the patron-client relationships, NR (employer) as a communicator always convey a message using a pleasant intonation of words and sentences. In the context of NR and SR, this form of communication will not be a potential conflict but rather be the glue between them, so that the relationship between them is always colored by the associative relationship that cooperative.

A good and harmonious relationship between NR with SR is also experienced by SW and SIA. The relationship between

SW and SIA has lasted 8 years, although they have different religions, where the employer is Muslim, and the housemaid is Catholic. This happened because they understand and respect each other as part of the process of associative that is assimilative. Even though her working hour is long, SIA does not mind about that and she understands very well that her job as a housemaid is just like that. However, on top of everything SIA is well treated by her employer. Thus, she also worked with sincerity. Here are excerpts of the interview of SIA "All housemaid is the same, especially those who is staying in private homes, but I do my job without burdens, because my employer is very nice to me. If I looked tired, she told to take a rest and she does not treat me like a maid.

The social interaction between SW and SIA tinged with the communication process, either in the form of oral and body movements (gesture). How they talk, both the employer and maid contains a message that they understand and respect to each other. When calling or commanding, SW's voice sounded small and refined. SIA also answered it softly and implement the command spontaneously.

Unlike the case with NR and SR or SW and SIA, the interaction pattern between MG and AS is similar to the interaction pattern of NUR and TT, such as place, working hours, type of work, and the forms of communication. The following will be analyzed the interaction pattern with the US and MG. According to the AS, her working hour is long, but that is not a problem for her because if she does not accept that, she will be laid off. She thought that she should get paid two-fold of her salary as she works not only in the kitchen but also has a duty as a shop assistant. However, when Eid she was also given a bonus of one-month salary. Thus, she accepted it because she had trusted and liked her employer. If she moved, there is

no certainty that her new employer will be better than what she already has now.

The above description shows that in fact, AS has always sought to show the best performance to her employer. It means that although the working hours were long, she accepts it as a reality, even so, it was impressed that it was forced because of no other option. Moreover, it seems that she also accepted a job as a shopkeeper and works in the kitchen even it was heavy for her. Since there is no other option, she must accept that reality.

On the aspect of communication, the relationship between MG and AS was dominated by the intense communication. MG often delivers messages verbally, either in words or in other forms, MG is often pointing or gesturing numbers using her hands, or codes for certain types of work, also through the gaze to command or prohibition. If MG's husband asked his housemaid to do something, he just said roughing, using small and soft sounds and showing his serious face. His character has been recognized by his housemaid, so there are no barriers in their communication, both in physical and psychological aspects.

In the kitchen, the relationship between MG and AS also is very communicative, there is no loud voice or even snap at her housemaid. They already respect each other and understand what they need to do and what they do not need to do. Everything went according to their expectations and aspirations. If there are orders or commands from the employer, it is only around how to make a variation on the menu. For instance, if yesterday the food was fried, then today it should be boiled. Communication is also often lasted interactive if the employer wants something but housemaid has never done that before. In such conditions, MG as an employer informs, teach or give advice to AS with her patience and a soft voice.

The above description indicates that the communication made between MG and AS and MG's husband used not only words but also accompanied by a non-verbal communication. The soft voice, low intonation and slow speech, serious facial expressions of MG and her husband were all mingled and interpreted as a message that should be done, because it has been repeated and it is considered as a habit by AS. Thus, the problem is no longer as a barrier in order to do interactions.

## DISCUSSION

### 1. Aspects of Patron-Clients Relationship Patterns of Employers and Housemaids

Four employers who use a housemaid service and four housemaids have a different level of education, occupation, and income, and that has led to the patron-client relationships. The employers have a higher status compared to the housemaids, so there is a feeling superior to the employers whereas there is a feeling of self-inferior of the housemaids. Under these circumstances, they have a relationship, but it was found that those is a harmonious relationship. It is because both employers and housemaid can make a social interaction relationship in the form of "accommodation".

Accommodation is a process of social adjustment in the interaction between individuals and groups of people to defuse disagreement. The process of social adjustment is necessary so that the people who have disagreement can have a match, either in their way and purpose, because the interaction can only be effective if both have in common. Therefore, the actual accommodation is a desire of a person or group of people to recognize something in common between them, and efforts in that direction should be through empathy, means that every person or group can respect each other and understand what the wants and needs of

another person or group, if this is done properly, then the disagreement will subside, and it will instead be obtained an agreement to achieve the goals together.

According to Ritzer, G and J. Goodman D (2004), the accommodation is a notion which is used by sociologists to describe a process of social relations that is synonymous with the notion of adaptation that is used by biologists to refer to a process in which living creatures adapt themselves to the natural surroundings. With such understanding is intended as a process by which individuals or groups of people who initially contradictory, mutually orient oneself to overcome tensions. Accommodation is a way to resolve the conflict without destroying the opponent so that the opponent does not lose his personality.

The above description indicates that the property is used by a person or group of people in a variety of cases, with different characteristics and forms of opposition. Therefore, the accommodation brings advantages in order to connect the conflicting parties, in any background that causes conflicts. For this purpose, the accommodation consists of several forms, including coercion, compromise, arbitration, mediation, conciliation, toleration, stalemate, and adjudication (Young. K and Raymond,1959).

Coercion is a form of accommodation, where one party is in a state that is weak compared with the other side. The implementation can be done directly through direct communication and indirectly through indirect communication, can be implemented physically and can also be implemented psychologically. The relationship between employers and housemaids who experienced the conflict caused by the differences could be done through coercion. However, this way has a risk as in order to achieve a harmonious relationship, it always contains coercion. Therefore, although it seems harmonious,

there is often a seed of repressed conflict in that relationship. Despite the lack thereof, coercion is promising as one alternative for obtaining a harmonious relationship.

Beside coercion, the disharmony relationship between employers and housemaids that is caused by differences can also be resolved through compromise and this is done when the relationship between them shows an excessive egoism. For instance, when the employer asks the housemaid to do not only the tasks of domesticity, but also work on additional tasks, such as washing the car, keep the shop and so on. When all tasks are a source of conflict, an attempt to reconcile it should through a compromise, such as the employer may only increase the workload of the housemaid, but as compensation, the employer also must provide an additional salary to the housemaid.

The above description shows that a compromise is an attempt to get agreement between the warring parties by reducing their desires, and by doing this they can obtain mutual benefits and significant benefits together. This is in line with the limit as proposed by Soemardjan and Soelaeman (1998), that a compromise is a form of accommodation where the parties involved reduce their demands in order to achieve solutions to the existing disputes. The basic attitude to implement the compromise is that one of the parties is willing to feel and understand the state of the other.

Compromise as described above implies that only with mutual understanding and respect, the objectives can be achieved. Thus, when one among conflicting people could not understand, it will not be possible to achieve harmony. Compromise then implies that both sides who are in the conflict make mutual concessions (give-and-take). If this is done, then the disagreement can be



reduced because they already have the willingness to end the conflict.

The willingness of both parties to establish peace in order to achieve a harmonious relationship often encountered problems due to the interference (noise), both physical or psychological disturbances, and therefore a compromise is often considered to be insufficient, and shall be supplemented by the presence of third parties, and in this way, the so-called arbitration.

Arbitration, as proposed by Gilin and Gilin (1974) is a way to reach a compromise if the parties in conflict cannot achieve it alone. Disagreement resolved by a third party chosen by both parties or by a group which has a higher level than the parties who are in the conflict.

The above description shows that arbitration is one of accommodation to defuse opposition, but because both sides cannot do it alone so it should involve a third party. In the context of employer and housemaid relationship who experience a conflict, the third party can be one of the elder family of the employer and housemaid, and can also come from the government or observers of housemaid that can be accepted by both parties. Despite to involving a third party that is known as arbitration, there is another similar form of accommodation that is known as mediation. The method is done if the two conflicting sides agreed to take a third party, but the third party does not intend to take the decision. The third party only acts as a mediator who gives advices or particular considerations that can be accepted by both sides in the conflict.

The above description indicates that the mediation is a way to resolve disputes, but because it constrains physical or psychological noise, the mediation should involve a third party. Nevertheless, the third party aims to give consideration and

advice, and do not intend to make a decision.

The next method is conciliation. This form of accommodation is needed to bring together the different desires of the parties to the dispute in order to achieve a collective agreement. Conciliation is softer than coercion and opens the opportunity for the parties to hold assimilation. Conciliation as a choice to reconcile conflicts is very popular to be conducted on the wider and larger scope of conflicts. This type of is often done by groups of people, both they who have a social orientation or those who have a political orientation. This is an option because it often involves people or groups who have a balanced force, not by coercion but it is voluntary, give an opportunity to both parties who want to reconcile in order to respect each other and understand the wants and needs of each.

An effort to get a harmonious adjustment can also be achieved through the tolerant-participation. This form of property is unique because it was born without a plan. It is an accommodation without formal agreements, sometimes the toleration arises unconsciously and unplanned. It is caused by the nature of individual or groups of people to refrain themselves from disputes. If it is analyzed more deeply, the form of tolerance is almost the same as a person's instincts. Although it is not planned to come to terms because of a potential conflict, for example, but because there is a boost in a human to keep peace and harmony, then spontaneously that instinct appears to be at peace.

Stalemate is known as a form of accommodation, which the disagreement parties who have the same force stop at a certain point in doing opposition. It happens because there is no possibility of both parties to step forwards or step backwards. Lastly is an adjudication, that is the way of resolving settlement or

dispute in court. This form of accommodation is certainly the end of a process after so many other choices were done, in order to determine the best way to solve the problem. And therefore, the court is chosen as an effort to obtain solutions. This form of accommodation is often seen in the conflict between employers and housemaids that leads to breaking the law, such as torture, beatings, murder and so on.

Two out of four employers who underwent ties, two pairs of which have a difference, not only social statuses such as the economy and education, but different religions and beliefs, MG and her housemaid, AS for example, MG is Chinese Konfutsu and AS is a Muslim, as well as SIA as a housemaid, a Catholic who was born in Maumere and her employer, SW who is a Muslim, have been in a business relationship for seven years. Why they could have a harmonious relationship even they have different beliefs? The answer is because they build their relationship using an "assimilation" strategy.

According to Raho, B (2007), assimilation process arises when there are groups of people who have different cultures. There is a group of individuals as citizens and they interact each other directly and intensively for a long time. And there is a culture of those human groups that change and adapt to each other. While the factors that facilitate the occurrence of an assimilation is: tolerance, balance opportunities in economics, respect the foreigners and their cultures, open-minded attitude of the ruling class in society, equality in cultural elements, mixed marriages (amalgamation), their common enemy (from the outside).

In principle, if by chance that individual of groups who involve in conflict have a different culture, and that differences are attempted to obtain an agreement, then the process can be named by assimilation. Therefore, assimilation is

a social process that arises if there is a group of people with a different background of cultures, interact intensively for a long time, so eventually the nature and manifestations of their native culture will be changed and construct a new culture which is known as a mixture culture (Garna, H.J, 1996).

Assimilation becomes highly developed, especially when communities experience high mobilization, and at a time when there are no more barriers between countries, making social interaction more intensive. In these circumstances, it would happen sooner or later the encounter between the different traditions and cultures, the meeting will co-exist to form a new culture, this new culture is of course without lost the old culture of each group.

The case of emigration of housemaids into the city and more broadly, the case of the migration of housemaids abroad, is an example of impending assimilation, even changes in patterns of kinship of social orientation to orientation material which is experienced by employers and housemaids, is an example of how the relationship forms assimilation. It is good if both parties mutually give and take the various elements that have built their cultures so that the assimilation process can run well. Thus, none of parties feel aggrieved and this process will certainly lead to acculturation. Therefore, acculturation is a social process that arises when a group of human society with a particular culture are confronted with elements of a foreign culture so the elements of foreign culture are gradually received and processed into their own culture, without causing the loss of that culture.

## CONCLUSION

1. Aspects that contributed to the pattern of patron-client relationships of employers and housemaids included aspects of education, occupation and

income. Those different aspects often create an imbalance relationship or patron-client and tend to result in conflict. Nevertheless, the imbalance relationship between the employers and housemaids also could bring a harmonious relation. This was caused by the ability of both to make accommodations where the employers and the housemaids attempted to carry out a compromise, they tried to reducing demand, tried to understand each other; both the similarities and the differences. Accommodation or social adjustment process was carried out by the employers and housemaids in order to obtain a balance (equilibrium), because only by that the harmony could be achieved.

2. The strategy that was used by employers and housemaids in conducting patterns patron-client relationships that actually would cause disharmony relationship or conflict, was the bargaining cooperation strategy, in which employers and housemaids did an exchange of goods and services that were mutually beneficial. The pattern of patron-client relationships that usually ends in dissociate relationship or conflict, but that interaction leads to associative relationship patterns, and this was due to their ability to carry out the cooperative relationship. This was done through cooperation strategy bargaining, in which employers and housemaids exchange goods and services that were mutually beneficial. In addition, they also conducted the assimilation, so although they had different religions and beliefs, they still had a harmonious relationship.

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