

**FACTORS CONTRIBUTING TO A POSITIVE WORK EXPERIENCE
FOR DOMESTIC WORKERS**

by

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**Submitted in fulfilment of the requirements for the degree of
MASTER OF COMMERCE INDUSTRIAL AND ORGANISATIONAL PSYCHOLOGY
in the Faculty of Business and Economic Sciences
at the Nelson Mandela University**

April 2019

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DECLARATION

I, Michelle Tracey Taylor, hereby declare that this treatise, entitled “Factors contributing to a more positive work experience for domestic workers” is my own work and that it has not previously been submitted for assessment or completion of any postgraduate qualification to another University or for any other qualification.

Signed: 

Date: 6 March 2019

Michelle Tracey Taylor

DEDICATION

This study is dedicated to South African domestic workers. Thank you for the commitment and support that you have provided to millions of households in this country. Thank you especially to Ethel Mahobe and Kholiswa Tom for the hard work, love and care that you have shown me and my family.

ACKNOWLEDGEMENTS

I wish to express my sincere appreciation and gratitude to the following people who have made the completion of the research study possible:

- My husband, Justin Taylor, who has been unwavering in his support.
- My children, James and Caroline, who have been so understanding, and my biggest cheerleaders.
- My parents, Paul and Gill, thank you for everything. Without you, I would never have had this opportunity.
- To my supervisor, Bridget de Villiers, I would have been lost without you. Thank you for believing in my idea and for the time that you have put in to assist me with this journey. Your ideas, thoughts and input have been invaluable.
- To my friends, who have always been supportive, and shown an interest in my work.
- To the participants, who so willingly contributed to this study, without you this study would not have been possible, thank you.

Michelle Taylor

December 2018

ABSTRACT

Despite entrenched legislation directed at protecting the rights of domestic workers, many still endure menial working conditions, receive low wages and are even subject to exploitation and abuse. At the same time, domestic workers are charged with the major responsibility of caring for their employers' homes and families. All of this may lead to a work experience that is regarded as less than positive.

The aim of this study was to identify the factors that contribute to a more humanising and positive working experience for domestic workers. A qualitative approach was adopted, and data was obtained by conducting semi-structured interviews with seven domestic workers, and a separate group of seven employers of domestic workers, all of whom were located in the Eastern Cape province of South Africa.

Data was collected through interviews held with individuals in the two groups of participants and was processed by transcribing notes from audio tape recordings captured during the interviews. Data analysis took the form of a thematic analysis to identify recurring themes.

The findings of the study revealed that domestic workers concerns regarding their work environment relate to job security, wages, working conditions and the relationship with their employer. The employers felt that legislation, being part of the family, retirement planning and respect were important themes that impact on a domestic worker's work experience.

This study endeavors to contribute to a better understanding of what is needed to provide a more humanising work experience for female domestic workers in South Africa who may have experienced a sense of marginalisation within, and exclusion from, the dynamics of the open labour market.

Key Terms: Domestic workers, humanistic management, humanising work experience, positive work experience

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CHAPTER 1

INTRODUCTION, PURPOSE AND OUTLINE OF THE STUDY

1.1 INTRODUCTION

Continuous endeavors are made to guarantee equality for all citizens in post-apartheid South Africa. Despite these efforts, there is still an over-representation of women in lower-level jobs, performing unskilled work for low wages. The South African Constitution aims to provide hope for many who were marginalized under the regime of the previous government. However, according to Marais (2014), it appears that the new labour laws have not resulted in tangible improvements.

Domestic work in South Africa is one of the greatest sources of employment for black African women, with more than one million women active in this sector. This accounts for the employment of twenty percent of black women in South Africa (Stats South Africa, 2018). Despite this, Kwele, Nimako, Zwane and Chrysler-Fox (2015) contend that research on this sector has been negligible. Domestic workers are often referred to as an invisible workforce, as their work largely takes place behind the walls of private homes. Further, the nature of domestic work entails that these workers are isolated from one another, which limits the formation of, and their participation, in collective groupings such as trade unions.

Despite the importance of the domestic work sector, Meyiwa (2012) highlights an apparent unwillingness to acknowledge the exploitation and abuse that many domestic workers may experience. The author draws attention to the fact that these women are entrusted with the care of a family's most valued assets, namely the children and the home. Domestic workers are also depended on to manage the household smoothly, and to perform household work that would otherwise be incumbent on the employer. Employing a domestic worker thus provides employers with opportunities of working outside the home and enjoying a more flexible lifestyle. In comparison, domestic workers

experience significant loss in the time spent away from their own families. Research conducted by Mangqalaza (2012) reveals that the real cost of being engaged in domestic work is underestimated, because it cannot be offset by the wages earned. The author further contends that employers benefit from the surplus value added to their lives by the services of the domestic worker, which may be regarded as a form of exploitation by the employee.

Many women enter the domestic work sector as they are left with few, if any, alternatives to pursue because of inadequate education and high levels of unemployment. These women invariably have dependants who require schooling and care that is costly, and therefore employment as a domestic worker, despite low wages, is a better alternative to unemployment. Although domestic work is regarded as unskilled and seen as requiring skills that “come naturally” to women, the tasks performed by domestic workers vary widely, including cooking, cleaning and care work, and thus include skills demanded for several different occupations (Meyiwa, 2012; Tolla, 2013).

Domestic work is very different from traditionally paid work and has its own unique characteristics. Firstly, the place of work is the employer’s private home, which according to Hansen (1989, p. 16), gives it a “peculiar personalness”. Furthermore, the employment relationship is built within the confines of an intimate place, which “confuses and complicates the conceptual divide between family and work, custom and contract, affection and duty, the home and the world” (Qayum & Ray, 2003, p. 521). The result of this is that domestic work is often not considered actual work, as the home is usually associated with leisure and family activities. Additionally, domestic work is customarily regarded as what a woman does to show love for her family (Du Preez, Beswick, Whittaker & Dickinson, 2010).

Given the above, and South Africa’s history of apartheid, domestic workers have often been the subject of marginalization, exploitation and abuse (Fish, 2006). In an attempt to address the above, the government promulgated Sectoral Determination 7, which prescribes certain regulations with which employers are compelled to comply. While on

paper this appears of benefit to domestic workers, in practice little has changed. Research by Budlender (2010) finds that seventy five percent of domestic workers do not have a written employment contract in place, and further that many domestic workers are not registered with the Unemployment Insurance Fund (UIF).

Research within the domestic work sector has typically focused on the negative aspects of employees' experiences (Cock, 1981; Gaitskell, Kimble, Maconachie & Unterhalter, 1984). The aim of such studies is to highlight the oppression that black African domestic workers have experienced from their white employers. Cock (1981) further argues that there can be no discussion of sisterhood between the domestic worker and her female counterpart in the home, while the domestic workers suffer oppression in the form of long hours, low wages and racial inequality. Much contemporary research (Ally, 2011; Archer, 2011; Donald & Mahlatji, 2006; Fish, 2006) still emphasise the racial inequality that characterises the domestic work employment relationship. However, research does acknowledge a post-apartheid shift. The state's inclusion of domestic workers in relevant labour legislation recognizes these workers as employees, rather than as servants (Dilata, 2008). Legislation has made provision for domestic workers through the implementation of a national minimum wage. In addition, employers are compelled to register domestic workers with the Unemployment Insurance Fund (UIF), and hours of work and overtime are regulated by the Basic Conditions of Employment Act (BCEA). Domestic workers are further required to possess contracts of employment. The purpose of this legislation is to improve the working conditions of domestic workers; however, research has revealed that in practice these regulations have not changed the status quo much (Dilata, 2008).

1.2 PURPOSE OF THE STUDY

The broad aim of this study is to identify the factors in the context of domestic work that contribute to a positive work experience for the women employed in this sector. Existing studies tend to focus more on the negative aspects and experiences of domestic work. In a country like South Africa, with high levels of unemployment, poor education and

significant earning disparities, domestic work is likely to remain an important source of income for many black African women for a time to come. It is believed that conducting a study of this nature will lead to a heightened sense of awareness and understanding of the factors that contribute towards a more positive work experience for domestic workers, and thus to the implementation of actions and measures to increase the positivity of this work experience.

The above discussion leads to the development of the main objectives of this study.

1.2 STATEMENT OF OBJECTIVES

The main aim of this study is to identify the factors that contribute towards a positive work experience for domestic workers. This will be achieved by conducting one-on-one semi-structured interviews with the participants in the study, who comprise domestic workers, and a separate group of employers of domestic workers. In order to achieve this, a number of secondary objectives emerged.

- What are the work experiences of domestic workers in South Africa?
- What is a positive work experience?
- What are the factors that contribute towards a positive work experience?
- What are the factors that contribute towards a positive work experience for domestic workers in South Africa?

Sub-problems one to three are addressed in Chapter two by means of a literature study highlighting the nature of domestic work and the domestic worker experience. Sub-problem four is addressed in Chapter four, which provides an analysis and discussion of the themes identified during the interviews conducted with domestic workers and employers of domestic workers.

1.4 DEFINITION OF KEY CONCEPTS

The following concepts that appear in the main title, main problem and sub-problems are briefly explained to obviate disparate interpretations.

1.4.1 Domestic worker and domestic work

According to the International Labour Organisation (2010), domestic workers are individuals employed in private households, often without properly defined terms and conditions of employment. Their work includes tasks such as cleaning, cooking, washing of clothes and caring for children and the elderly. Domestic work can be performed on a full-time or part-time basis. Domestic workers might work for a single employer or might be in the employ of several different employers, and they might live on the employer's premises or in their own homes.

1.4.2 Humanistic management

Peter Drucker, often considered as the founder of modern management, believes that the most important aspect of management is the human element. Humanistic management is defined by Mele (2003) as a form of management that focuses on an individual's situation and is concerned with developing a person's virtue to its full extent. It is believed that a more humanistic approach to the management of employees leads to increased organisational effectiveness and performance, while providing employees with the opportunity to contribute and experience a sense of achievement (Mele, 2013).

1.4.3 Humanising work experience

In the quest for achieving organisational objectives, management can easily lose sight of the fact that their employees are human beings who have feelings and emotions. A humanising work experience is one that is cognizant of the human element. By encouraging a more humanistic workplace and work experience, employees experience

higher levels of job satisfaction and morale, leading to improved productivity and greater staff retention (Ryan, 2016).

1.5 DEMARCATION OF THE STUDY

This study was conducted through semi-structured interviews held with domestic workers and employers of domestic workers in the Eastern Cape Province, South Africa. For the purposes of this study, domestic workers are regarded as women who are employed to perform household chores for a minimum of six hours per day for three days per week. The employer participants who were interviewed were not the employers of the domestic workers interviewed, due to the potentially sensitive nature of the topic and for purposes of confidentiality.

1.6 RESEARCH METHODOLOGY

To determine the factors that contribute towards creating a more positive work experience for domestic workers, a qualitative, phenomenological approach was adopted. Semi-structured interviews were conducted with seven domestic workers, and seven employers of domestic workers. The interview schedule was constructed following a thorough review of the literature.

A thematic analysis of the topics that emerged during the interviews was undertaken to identify the specific factors that contribute to creating a positive work experience. A comparative analysis of the themes identified for domestic workers and those identified for employers was conducted to identify similarities between the two. Adopting a phenomenological approach was considered appropriate for this study as each private household will have a different set of circumstances relating to the employment relationship. By considering the unique characteristics of each relationship, a greater understanding was obtained of the different factors that influence a domestic worker's work experience.

1.7 ORGANISATION OF THE REMAINDER OF THE TREATISE

Chapter one presents the main aim and a demarcation of the study. In addition, an overview is provided of the research methodology used.

Chapter two will elaborate on a theoretical overview conducted on studies regarding domestic workers. This chapter focuses specifically on the domestic worker's experiences, and the nature of domestic work, with a brief exposition of the history of domestic work in South Africa. This chapter also provides an overview of the nature and value of a humanising work experience, and provides a model based on the factors that influence a domestic worker's work experience.

Chapter three outlines the methodology and design used in conducting the study.

In Chapter four an analysis and discussion of the results of the study are provided.

Chapter five concludes by providing a summary of the main findings and by highlighting the importance and value of the study. The limitations of the study are outlined, and recommendations are made for future research.

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CHAPTER 2

LITERATURE REVIEW

2.1 INTRODUCTION

Chapter one presented a layout of the planned study following a presentation of the main aim and objectives. The purpose of this study was to investigate the factors that contribute towards a positive work experience for domestic workers in the Eastern Cape region. In this chapter, a theoretical overview of the nature of domestic work and the domestic work experience, and a brief history of domestic work in South Africa is presented, as well as an expose of what constitutes a humanising work experience. The chapter concludes with a discussion of the factors influencing the domestic work experience, leading to a model outlining the main factors that emerged from the literature review.

The practice of employing people as domestic workers in private homes is a global phenomenon. By its very nature, the occupation of the domestic worker is difficult to encapsulate definitively, since duties and responsibilities differ from one workplace to another. Domestic workers can be considered as part of the invisible workforce due to the nature of the workplace, this being the private household, that leads to these workers being separated from each other (Dilata, 2008). In South Africa, domestic work as a livelihood is widespread as employers find wages affordable due to the relatively low minimum wages, the even lower wages that many workers are prepared to accept, and the constant labour supply due to high levels of unemployment (Du Toit, 2010).

Research undertaken by Stats SA indicates that more than one million domestic workers are employed in South Africa, which comprises approximately eight percent of the total workforce, and represents the second largest employment sector for black South African women (Stats SA, 2016). However, despite the high number of employees, it has been suggested that this sector of the labour force is one of the most disregarded (Marais, 2014). Fish (2006, p.107) suggests that this sector might be regarded as “the last bastion

of apartheid”, based on historical realities of this sector which cannot be overlooked. Domestic work has been characterised by decades of discrimination and exploitation and is considered as the country’s most neglected labour force sector (Marais, 2014).

The domestic work sector has traditionally functioned in a different manner to other sectors of the economy. The South African government has, through the Department of Labour, validated various acts to formalise and more closely regulate domestic work. These include the Basic Conditions of Employment Act (1997), including Sectoral Determination 7 which regulates the wages and other conditions of employment for domestic workers (South Africa, 1997; 2013). In this way, an attempt has been made to shift the perception that domestic workers are servants to being recognized and protected as workers (Dilata, 2008). The overall objective of these measures, and other relevant legislation, has been to improve working conditions for domestic workers, and to liberate them from the consequences of decades of exploitation experienced during the apartheid era (Dilata, 2008).

2.2 THE DOMESTIC WORK EMPLOYMENT RELATIONSHIP

According to du Preez et al. (2010), the domestic work relationship differs from the traditional employment relationship in various ways. Firstly, work is performed within the context of the employer’s private home, with the result that the employment relationship is enacted in an intimate space. This often “causes and complicates the conceptual divide between family and work, custom and contract, affection and duty, the home and the world” (Qayum & Ray, 2003, p. 1). Consequently, domestic work may not be regarded as “real” work as the home is associated with family and relaxation. In addition, the work performed by paid domestic workers is mostly associated with the work that women have been traditionally and stereotypically associated with as an expression of love for their family. If the work performed by domestic workers is not considered ‘real’ work, then it follows that both the employee and employer’s roles in the relationship are not seen as “real” (du Preez et al., 2010). Furthermore, there is extensive use of the family metaphor to depict the domestic employment relationship, which may allow employers to absolve

themselves of their responsibilities in the employment relationship. The concept of the family metaphor conceals the fact that an unequal power relationship exists between employer and domestic worker. This allows the employer to shift between considering the employment relationship as contractual or familial, based on what suits the employer at a specific point in time (Du Preez et al., 2010).

2.3 THE DOMESTIC WORKER EXPERIENCE

Research has indicated that, over time, little has changed in practice concerning the work experience of domestic workers. The industry is still characterised by unfair labour and inequitable remuneration practices, often below the legislated minimum (Dilata, 2008; King, 2007; Fish, 2006). Marais (2014), reiterated that, despite attempts in South Africa to formalize the domestic worker employment relationship, many of these (largely) women continue to experience poor working circumstances and exploitation, and, in extreme cases, violence. It appears that the improvements aimed at by the relevant legislation and amendments thereto have not essentially changed the reality for domestic workers in practice.

Maboyana and Sekaja (2015) support this view in stating that the implementation of labour legislation has been ineffective and merely a vague goal, with the result that domestic workers continue to be vulnerable. The power disparity experienced by domestic workers is significant and regarded as an entrenched feature of the employment relationship (Marais, 2014). Fish (2006) asserts that this power differential leads to domination and exploitation. The lives of domestic workers are degraded to one of servitude, which is evidenced by a lack of regard for the legislation, low wages and poor working conditions, and which, in turn, resulted in a reduced general sense of wellbeing (Maboyana & Sekaja, 2015).

Research by the Department of Labour (2001 in Donald & Mahlatji, 2006), indicated that ninety six percent of domestic workers do not have a senior certificate qualification, while many only have primary school education. Domestic workers are thus vulnerable due to

their lack of education. Their work is classified as unskilled, and therefore remuneration is concomitantly poor, and based on following the instructions issued by others. Domestic workers may thus experience a lack of autonomy since they are expected to be subservient. While their work is important within the home context, they seldom receive the necessary recognition for the contribution they make.

The marginalisation of domestic workers in South Africa has been historically linked to factors including, but not limited to, race, gender, a precarious socio-economic status and poor education. Research further highlighted the fact that the inferior status of domestic workers is perpetuated through the actions of the employer, which then characterises the employment relationship (Marais, 2016). These actions included a demonstrated lack of trust with household items, and differential treatment in the provision of food and utensils. This contention is further highlighted by examples such as employers regarding their domestic workers with suspicion by locking valuables away, which conveys the message that they do not trust their domestic workers (Donald & Mahlatji, 2006). Marais (2016) suggested that a caring employment relationship is one that is characterised by mutual respect and trust, and this may not be characteristic of all domestic worker employer-employee relationships.

Domestic workers may also experience a sense of powerlessness. The employment relationship largely excludes employees from decision-making processes, and they thus have little or no bargaining power concerning the determination of working conditions (Du Preez et al., 2010). Despite current legislation, it is still commonplace for domestic workers to experience unfair labour practices, such as unfair dismissal and below minimum wages, and wage deductions for household items broken (Donald & Mahlatji, 2006). Du Preez et al. (2010) also found that a large percentage of domestic workers continue to be paid lower than the set minimum wage. In addition, employers are required by law to register and pay UIF for their domestic workers however, the authors found that most employers of domestic workers were not paying towards the Unemployment Insurance Fund (UIF), and further that many did not have a formal written contract of

employment in place. Their research ultimately confirmed an unequal balance of power within the domestic workspace which the authors contend could lead to exploitation.

It is important to note that the literature reviewed raises the fact that a significant number of dependents may be reliant on the salary of a single domestic worker. In many of these instances, the domestic worker is the head of the household, and the only breadwinner. Whilst this may ensure that absolute poverty is held at bay, it remains a challenging situation in terms of the long-term sustainability and upliftment of these families (Magwaza, 2008).

A final consideration concerning the domestic work experience pertains to the fact that domestic work is generally done in isolation to other employees. The result is that the opportunity for collective action is not available to domestic workers, as is the case with other workers. When negotiating wages and other conditions of employment, power is thus more firmly entrenched on the side of the employer (Ally, 2008).

2.4 THE HISTORY OF DOMESTIC WORK IN SOUTH AFRICA

The position of South African domestic workers was summarised by Cock in 1980 when she referred to domestic workers as an occupational group subjected to ultra-exploitation. This was viewed as a consequence of many years of racial segregation and subjugation in South Africa. During the apartheid regime, legislation was enacted that limited work opportunities for people based on their race. Black African women were prohibited from working as shop assistants and from performing clerical work, which were, at that time, typically the most common forms of work available for women. Additionally, black Africans received a poor education, which led to high levels of illiteracy and limited skills acquisition (Du Preez et al., 2010). It is therefore unsurprising that, to this day, black women comprised the majority of the South African domestic labour force. Research by Fish (2006, p. 126) revealed that not much has changed for domestic workers since the dawn of the South African democracy. Whilst the domestic worker employment relationship is globally characterised by unequal power, she concludes that domestic work in South

Africa continued to be based on apartheid values due to the “multiple interlocking structural constraints at play” (Fish, 2006, p. 126). The author further contends that whilst the regulations in place appear to be comprehensive and fair on paper for domestic workers, adequate structures need to be introduced to ensure that domestic workers’ rights are protected, and the socio-economic imbalances of the past are addressed.

2.5 THE NATURE AND VALUE OF A POSITIVE WORK EXPERIENCE

In considering the history and nature of domestic work in South Africa, it is apparent that the experiences and realities faced by domestic workers could be regarded as dehumanising, and not representative of a positive working experience. Humanistic management is regarded as a method of managing employees based on the notion of human values and needs from a positive perspective. In terms of this perspective employees are not considered as economic assets valued only for their productivity, but as people who have complex needs and who possess a desire for meaningful and varied daily tasks (Thompson, n.d.). For the purposes of this study the tenets of humanistic management are considered in advancing a positive working experience for domestic workers.

The term humanistic management first appeared in literature during the late 20th century; however, it was not overtly widespread, and the definition was limited. Humanistic management has been likened to Herzberg’s Job Enrichment Model and Maslow’s Hierarchy of Needs as the focus is mainly on human motivation (Spitzeck, 2011). At the turn of the century, popular management and organisational theories received much criticism due to their focus on the individualistic and negative vision of the human being. Critics suggest that more attention should be focused on adopting a more humanistic management style; a style whereby employees contributed freely, and with a sense of responsibility and awareness in terms of the attainment of organisational objectives (Mele, 2013).

Humanistic management has been defined as a basic concept of management that supports the unconditional human dignity of every person within a work environment (Spitzeck, 2011). It is a concept of management that upholds the idea that all human beings should be considered as equals (Acevedo, 2012). Humanistic management further considers both the intra- and inter-personal approach to sustaining the organisation. The theory relates specifically to employer's practices, rather than the employer itself (Pirson & von Kimkowitz, 2014). Humanistic management is thus generally considered as a method for both improving productivity as well as developing an individual's potential (Daley, 1986).

In terms of humanistic management, the employer is given a clear direction to encourage absolute human dignity through developing the employee's self-esteem and self-efficacy, which highlights the importance of the relationship between the employer and employee (Acevedo, 2012). Furthermore, Mele (2013) states that the organisation is defined by the relationships between its people, be they based on social interaction, trust, authority, position, skills or knowledge. The concept of the organisation as a community of people can thus be considered as a cornerstone of humanistic management.

Humanistic management thus presupposed the notion of a humanistic workplace. A humanistic workplace is one that provided the employee with the opportunity to experience contributing to something greater, as well as with a sense of achievement (Mele, 2013). Characteristics of a humanistic workplace included empowerment, reward and recognition, good working conditions, job security, challenging work and growth opportunities. When employees experienced these elements, they become more satisfied in their work, and their performance improved (Carr, Parker, Arrowsmith, Haar & Jones, 2017).

According to Pirson and von Kimkowitz (2014), humanistic management is best understood based on the consideration of three interrelated dimensions. When implemented together, these elements encourage human flourishing and contributed

towards globally sustainable business practices. The dimensions alluded to are presented and elaborated on below.

2.5.1 Unconditional respect for the dignity of every person

Human dignity refers to the intrinsic and considerable worth of each person, regardless of differentiating factors such as gender, race, and religion. As human beings, we have a shared vulnerability, in that we can be harmed physically, mentally or emotionally; however, our dignity is a given, which justifies personal admiration and security (Mele, 2016). Humanistic management thus relies on the fundamental recognition that all people have a shared need for the protection of their human dignity. The humanistic approach challenged the general view of input-output oriented management, whereby employees are considered part of the organisation's resources, and are managed accordingly to achieve organisational objectives. Employees may be seen as a means to an end; however, Pirson and von Kimkowitz (2014) believe that each individual should always be considered as an end in itself.

To achieve this in the workplace, the organisation's management structure and practices should be structured to give employees the maximum level of responsibility in their work. The drawback with this approach is that employees may perceive this objective to be aimed at improving productivity through manipulation under the guise of increased job satisfaction. An employer who wishes to implement humanistic management principles should not have ulterior motives but must have a genuine interest in the employee's well-being (Thompson, n.d.). Furthermore, employees will more likely work towards organisational goals when they believed that their personal values and goals are congruent with those of the organisation (Pirson & von Kimkowitz, 2014).

2.5.2 Integrating ethical concerns into managerial decisions

When there is unconditional respect for the dignity of all people, it follows that when making decisions, the impact of these decisions on others should be examined.

Humanistic management disapproves of authoritarian managerial objectives. The economic rationality of decisions become contradictory to the protection of human dignity when the interests of all stakeholders are not considered. Pirson and von Kimkowitz (2014) suggest that a humanistic manager will express criteria for economic success inclusive of all stakeholders, often centered around the concept of the common good. Such managers propose that when formulating economic criteria for success, respect for human values should be included.

2.5.3 Engagement with stakeholders

Humanistic management theories require that business decisions be made in conjunction with stakeholders (Thompson, n.d.). Stakeholders include any individual or group of individuals who are likely to be affected by a business decision. Legitimacy can be used to determine whether an organisation's conduct is desirable or not within a value system. By sincerely pursuing legitimacy, the organisation is compelled to constantly evaluate its conduct, validate its behaviour and assess itself against the expectations of society, which is best achieved in a dialogue between all those affected (Pirson & von Kimkowitz, 2014). The challenge associated with this concept is that firstly, it may be difficult to identify all stakeholders and secondly, that stakeholders may have contradictory needs and concerns (Thompson, n.d.).

Humanistic management is seen by von Kimkowitz, Pirson, Spitzeck, Dirksmeier and Amann (2011) as the way forward because it has an overwhelmingly energizing effect on an organisation, including both internal and external stakeholders. Such a scenario would require organisational priorities to be accurate from the outset and to free the organisation firstly from one-dimensional goals such as profit maximisation and secondly from the constant anxiety of being exposed to the severe public reaction that can emanate from the loss of legitimacy (von Kimkowitz et al., 2011).

According to Mele (2013), there are current developments that contribute to the relevance of the humanistic management approach. These developments hold implications for the workplace as outlined in Table 2.1 below.

Development	Implication
Person-organisation fit	Job enrichment - restructuring of jobs so that the employee's abilities, attitudes and personality can better fit the organisation's needs. This indicates a level of respect for the employee as a unique individual.
Employee involvement in organisations	Participative management - putting employees first and involving them in decision-making.
Business as a human community	Sociable and supportive relationships – organisation is defined through, for example, phenomena such as shared knowledge.
Ethical decision making	Authentic interest in people affected by decisions - people are considered as a whole, and key human aspects such as freedom, rationality, learning and the role of virtues are considered.
Values-based management	Ethical leadership - organisations should incorporate ethical values through their mission statement and business plans to encourage a shared sense of purpose based on values.
Leadership competencies	The role of the leader - personal competencies, which include moral character, are important predictors for great leadership.
Positive organisational scholarship	A focus on positive processes and value transparency - to create a positive work experience. Positive organisational contexts and phenomena are studied to understand excellence, thriving, flourishing, abundance and resilience.

Table 2.1: Current developments in humanistic management

Source: Own Construction

Humanistic management is based on the idea that people want to live a life that is fulfilling and meaningful. The strength of such a conviction would culminate in improved work and

life experiences (Sheldon & King, 2001). From this perspective, this dissertation will focus on determining which factors contributed to a positive work experience for domestic workers.

2.6 FACTORS INFLUENCING THE WORK EXPERIENCE OF DOMESTIC WORKERS

Based on the literature outlined above, the following model was developed to assist in identifying the factors that are likely to influence a domestic worker’s work experience.

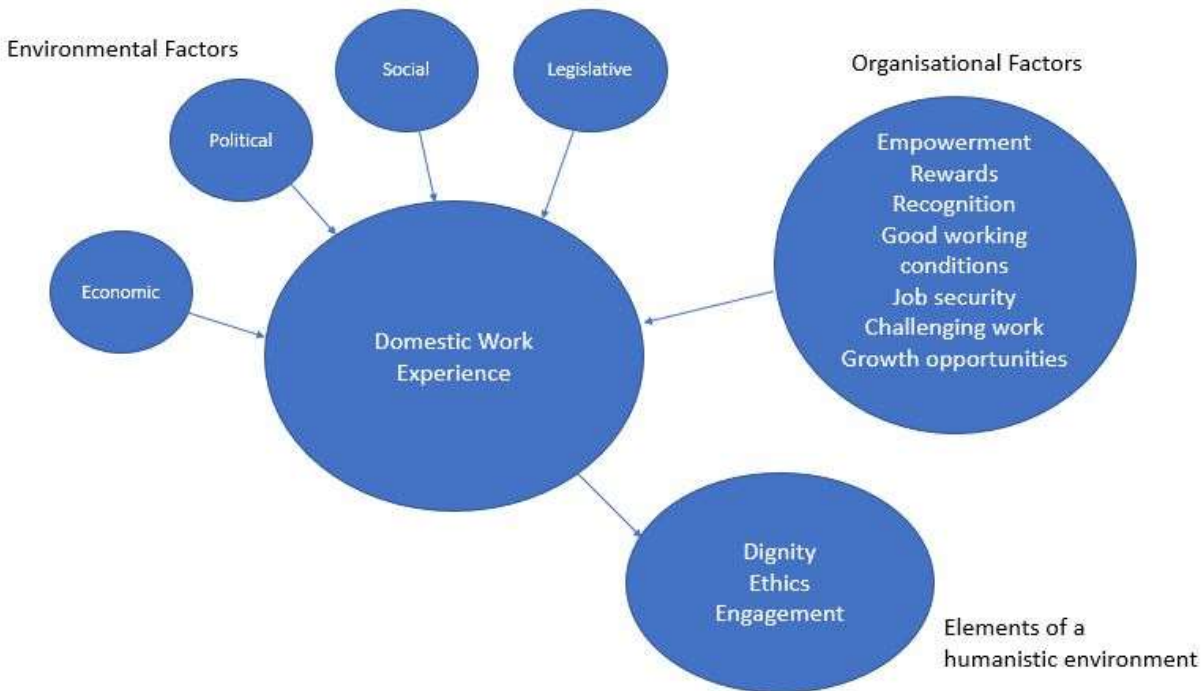


Figure 2.1: Factors influencing the work experience of domestic workers

Source: Own construction

The above model aimed to integrate the various aspects that shape the work experience of domestic workers. There are certain factors that are beyond the employer’s control, such as external environmental factors, which include economic, political, social and legislative factors, but which still required consideration by the employer. Organisational factors are those elements of the employment relationship that are within the employer’s control. As highlighted by Carr et al. (2017), characteristics of a humanistic workplace included empowerment, reward and recognition, good working conditions, job security,

challenging work and growth opportunities. The employer can influence these issues, which might have either a positive or negative effect on the domestic worker's work experience. In addition, Pirson and von Kimkowitz (2014) stress the importance of managers having an unconditional respect for human dignity, for incorporating ethical concerns in their decision making, and engaging with the relevant stakeholders. For example, the employer has control over rewards. In terms of relevant labour legislation, the employer is required to pay the domestic worker a stipulated minimum wage. However, if the employer decided to pay the employee only the minimum wage, it should be considered whether this is ethical, whether it provided the domestic worker with a sense of dignity and whether it contributed towards work satisfaction.

2.7 CONCLUSION

This chapter provided a backdrop for the study by providing information about the nature of domestic work, more particularly within the South African context, through outlining some of the factors that may influence the work experience of South African domestic workers. As the study focused on understanding what constituted a positive work experience for these workers, the nature of a positive work experience was examined from the perspective of what constituted a humanising workplace and work experience. In conclusion, research has indicated that domestic workers may experience marginalisation, and a sense of powerlessness within the employment relationship based on several factors. Some of these factors may be within the control of the employer, and thus the employer is in a position to contribute positively to the work experience of workers.

In Chapter three an outline of the methodology followed in conducting this study is provided.

CHAPTER 3
RESEARCH METHODOLOGY AND DESIGN

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CHAPTER 3

RESEARCH METHODOLOGY AND DESIGN

3.1 INTRODUCTION

In the first chapter, the research problem was presented and outlined, while the second chapter provided a literature review in support of the research problem. The focus of this chapter is a description of the research design and the method used to gather and analyse the data, together with information regarding the population and sampling technique. Further information is provided on the approaches used to ensure the quality of the data gathered.

3.2 PROBLEM STATEMENT

The aim in conducting this study was to identify specific factors and issues pertaining to the employment relationship between the employer and the domestic worker that might be beneficial in creating and enhancing a positive work experience for domestic workers. To assist in achieving this aim, the following objectives were identified.

The main objective of this study was to identify the factors that contribute towards a positive work experience for domestic workers. In order to achieve this, a number of secondary objectives emerged.

- What are the work experiences of domestic workers in South Africa?
- What is a positive work experience?
- What are the factors that contribute towards a positive work experience?
- What are the factors that contribute towards a positive work experience for domestic workers in South Africa?

In reaching these objectives, the following approach was adopted:

- A literature review was undertaken. The literature review reflected a theoretical investigation into the domestic worker experience, the nature of domestic work, the history of domestic work in South Africa and the nature and value of a positive work experience. The literature review is presented in Chapter 2. The findings of the literature review thus addressed the first three secondary objectives of this study.
- In order to address the fourth secondary objective an empirical study was conducted. Insights from the literature review were used to develop the questions for the study and to facilitate the interview process.

3.3 RESEARCH DESIGN

The study followed a qualitative and exploratory design and made use of a phenomenological research approach. This allowed the researcher the opportunity to gain an in-depth understanding of the experiences of domestic workers and the factors that influence those experiences (Marais, 2014). Dilata (2008) suggests that, due to the nature of the research question, use of a qualitative research method is beneficial in instances where the researcher seeks to gain a better understanding and insight into the respondent's situation and individual feelings through asking questions and gaining clarity from their responses.

The rationale for making use of a phenomenological approach is to focus on and recognise phenomena as they are perceived by individuals in a particular situation (Lester, 1999). The aim of a phenomenological approach to research is thus to attempt to understand how the participants in a study make sense of their personal and social worlds. The approach involves a thorough examination of the individual's perceptions of an event or object (Smith, 2015). Adopting a phenomenological approach was therefore deemed appropriate for this study as each workplace, or private household, had a

different set of circumstances pertaining to the work environment, the nature of the work performed, how work is performed, the nature of the relationship between employer and employee, benefits received, and so forth. Focusing attention on the uniqueness of each set of circumstances involving each relationship allowed for a greater understanding of the many factors that contribute to the work experiences of domestic workers (Galvaan, Peters, Smith, Brittain, Menegaldo, Rautenbach & Wilson-Poe, 2015).

As part of the empirical component of this study, semi-structured interviews were conducted with seven domestic workers and seven employers. The domestic workers interviewed were not employed by the employers interviewed. The survey instrument was developed following a rigorous review of relevant literature and comprised questions aimed at identifying the critical incidents (factors and issues) that are perceived to contribute towards a positive work experience.

3.4 PARTICIPANTS

Two groups of respondents participated in the study, namely domestic workers and employers of domestic workers within the East London region. Domestic workers are, in terms of Section 31 of Sectoral Determination 7, defined as “any domestic worker or independent contractor who performs domestic work in a private household and who receives, or is entitled to receive, pay and includes: (a) a gardener; (b) a person employed by a household as a driver of a motor vehicle; and (c) a person who takes care of children, the aged, the sick, the frail or the disabled; (d) domestic workers employed or supplied by employment services” (South Africa, 2002, p. 30). The employers of domestic workers who participated in the study came from the population of all who employ domestic workers in the region. The employers were selected based on those who volunteered to participate in the study via a Facebook request on a public group for East London women.

3.5 SAMPLING

The intention of sampling within the qualitative paradigm is to recruit participants who have been in the situation under investigation and agree to discuss their experiences (Marais, 2014). A purposive, non-probability convenience sampling technique was used to secure the desired number of respondents. This sampling method is regarded as the most common sampling technique, and the respondents were identified because they were at the right place at the right time (Acharya, Prakash, Saxena & Nigam, 2013). Purposive sampling involves selecting participants for the study based on predetermined criteria that are pertinent to the study. While there are different types of purposive sampling, this study used a homogenous sampling technique where participants were selected based on some common factors (Guest, Bunce and Johnson, 2006).

Essentially, convenience sampling involves selecting the most available respondents, and those most easily accessible in terms of proximity and availability to the researcher. The advantages of making use of convenience sampling include that it is the least costly in terms of money, effort and time (Marshall, 1996). This technique was employed due to the size of the population, which is reported to be more than one million domestic employees in South Africa. Participants were selected based on personal contacts of the researcher within the Eastern Cape region. The following inclusion criteria were determined to ensure that the information collected was relevant to the research objectives:

For the purposes of this research, the domestic worker participants in this study were black African women who were employed to perform household chores daily, and who worked for a minimum of six hours per day, three days per week for a single employer within a private household within the Eastern Cape region. The household was regarded as referring to the employer's premise or premises at which the domestic worker worked. The duties performed by the domestic worker included, but were not limited to, general household cleaning, washing dishes, doing the laundry, cooking and child care (Kwele et al., 2015).

Employer participants were not the employers of the domestic workers who participated in the study due to the potentially sensitive nature of the research, and because the domestic workers, in particular, may have had concerns regarding confidentiality and reservations about sharing their experiences.

The inclusion criteria assisted in reducing the scope of participants eligible to partake in the study, which assisted in reaching data saturation (Marais, 2014). Data was collected until a point of theoretical saturation was reached. The concept of saturation in qualitative research refers to data suitability, which occurs when further collection of data yields no new information (Morse, 1995). The greater the similarity between participants, the sooner saturation will be reached (Guest et al., 2006).

In qualitative research, the sample size is generally small. An appraisal of qualitative studies showed that sample sizes can vary between two and fifty participants (Fish 2006, Kwele et al., 2015, Maboyana & Sekaja, 2015, Marais, 2014 and Tolla, 2013). The sample size for this study was seven domestic employees and seven employers of domestic workers.

3.6 DATA COLLECTION

Due to the phenomenological perspective of this study, it was decided that in-depth interviews were the most suitable method for data collection. Data was collected through holding individual and semi-structured interviews with employees and employers separately and privately. Due to the personal nature of the employment relationship and the potential sensitivity of the nature of the information being requested, the researcher decided not to conduct interviews within private households, but rather to meet with participants in a relaxed public setting where participants could feel at ease (Marais, 2014).

The most common method of data collection in qualitative research is the interview (Tolla, 2013), as this technique allows the researcher to create a relationship of trust with the respondent through good rapport and empathetic listening (Marais, 2014). Wilson and MacLean (2011) describe semi-structured interviews as a conversation with a purpose, whereby the researcher can understand the participant's experience. A semi-structured interview also allows for flexibility and for the conversation to be guided by the interaction with the participant (Tolla, 2013). According to Rowley (2012), interviews are a good source of quality data, allow for clarification of misunderstandings, and provide a level of flexibility exists should more information be required. An interview schedule was constructed for the purposes of guiding the conversation to cover relevant areas pertaining to the participant's perceptions of the employment relationship. During the interview process notes were taken, and the researcher requested the participant's permission to do this, as well as to audio record the discussion. This allowed the researcher to focus on what the participant was saying, instead of trying to write everything down and having the participant wait for the researcher to complete notes between questions. This method was also less time consuming and intrusive for the participants.

3.7 DATA PROCESSING

The data obtained from the interviews with both domestic workers and the employers of domestic workers was processed by transcribing the recorded audio tapes and combining these with the notes made by the researcher during the interview, and then creating a summary of each interview conducted.

3.8 DATA ANALYSIS

The difficulty with phenomenological research, utilising semi-structured interviews, is that it creates a considerable amount of interview notes and tape recordings that can make the processing of the data difficult. This is because the data does not always fall into specific categories and there can be several ways to link different discussions (Braun &

Clarke, 2006). For the purposes of this study thematic analysis was utilised to analyse the data. Thematic analysis is defined as a method for recognising, analysing, and describing themes that occur within the data. A six-phased approach was used to analyse the data, based on the method outlined by Braun and Clarke (2006) as depicted in Appendix A.

According to Wilson and MacLean (2011), the thematic analysis of data involves the identification of common themes within the complete data set. Thematic analysis is considered flexible as it is not linked to a particular theoretical framework and can therefore be used with different research topics. The thematic analysis used for this research was done in an inductive way, which means that the coding and development of themes in the study was directed by the content of the data (Braun & Clarke, 2006).

3.9 RELIABILITY, VALIDITY AND TRUSTWORTHINESS CONSIDERATIONS

3.9.1 Reliability

Issues pertaining to the reliability of interviews are more likely to occur when there is more than one interviewer, as there is often poor internal consistency between interviewers (Moerdyk, 2013). However, there is greater reliability if the interview is carefully structured and the interviewer is trained to record information constantly (Moerdyk, 2013). In terms of this study, the interviewer was the same person for each interview. The structure of the interview schedule was carefully planned beforehand, and the same method was applied for recording information from each interview. All participants were willing to be audiotaped.

3.9.2 Validity

According to Moerdyk (2013), properly structured interviews that are work-related have a validity co-efficient of around 0.5 and above which is regarded as acceptable in practice. For a phenomenological study to be considered valid, the findings need to be

communicated transparently to allow the reader to understand how the researcher has arrived at his/her findings (Shenton, 2004). All interviews were recorded to ensure the validity of the research. This contributed to the participants being accurately understood and to the minimisation of bias. Since a semi-structured interview was utilised, the researcher had the opportunity to clarify any areas that were unclear, and to ask for more information to ensure that what the participant had said was clearly understood.

3.9.3 Trustworthiness

Trustworthiness is a consideration that is of particular importance in qualitative research since the validity and reliability of the research is often questioned by positivists, largely because these concepts cannot be assessed in the same way as with a quantitative study (Shenton, 2004). The author suggests making use of Guba's (1981) four constructs in ensuring a trustworthy qualitative study, namely credibility, transferability, dependability and confirmability. The researcher adhered to these considerations in the research process.

3.9.4 Credibility

One of the key factors in ensuring trustworthiness is credibility, which refers to the accuracy of the findings with reality (Shenton, 2004). To establish credibility, it is important to select the most suitable method for collecting the quantity of data required (Granehim & Lundman, 2004). To achieve this the researcher utilised research methods that are well recognized, such as the semi-structured interview, and techniques aimed at ensuring honesty from the respondents in their responses (Shenton, 2004). Specifically, each respondent was given the freedom to decline from taking part in the research ensuring that only those who were willing to participate, and share information openly, were included in the study. The researcher aimed to establish a good rapport with each participant from the onset of the interview, and reiterated that the interview was completely anonymous and confidential.

3.9.5 Transferability

Transferability refers to the conduciveness of the results of the study to be applied to other contexts. The findings of a qualitative study are specific to a certain population and environment, which makes it impossible to transfer the findings to other situations (Shenton, 2004). According to Shenton (2004), authors have taken different stances on the transferability of results. One view is that all research is defined by the context in which it occurs, with the result that the findings cannot be generalised to other populations.

An alternative view suggests that, while each study is unique, it can be considered as an example within a broader group and therefore the issue of transferability should not be rejected too quickly. Lincoln and Guba (1985) suggest that it is the responsibility of the researcher to guarantee that there is adequate contextual information that will allow the reader to make the transfer. As the researcher is only familiar with the context of their research, they are unable to make transferability deductions, therefore the reader should assess whether they are confident that the findings can be transferred to other situations. The purpose of this study was to focus on the participants' reality as opposed to measurable findings. The aim is therefore to provide a thick description of the data, which will assist in providing the context of the findings rather than making generalisations (Lunenberg & Irby, 2008).

3.9.6 Dependability

The dependability of the data in a qualitative study refers to its consistency, which is realised via a process of open coding. This was approached by carefully reading through the interviews in a focused manner to detect the specific themes (Corbin & Strauss, 2008).

3.9.7 Confirmability

The confirmability of qualitative data relates to neutrality, as opposed to objectivity. Neutrality is an important aspect of interviews since the researcher must refrain from imposing his/her own beliefs and interpretations of matters under discussion. The researcher aimed to remain present and involved in discussions and not merely focused on recording responses. Audio recording the interviews allowed the researcher to focus on what the participants were saying (Marais, 2014).

3.10 ETHICAL CONSIDERATIONS

Prior to conducting the empirical component of this study, ethical approval was sought, due to the potentially sensitive nature of the topic. Ethics within the context of research also concerns the researcher's moral principles, and how they conduct themselves during the project. Mouton (2008) notes that the moral obligation is not an option or to be negotiated, but an intrinsic element of all scientific investigations. Thus, each phase of the research process, known as research governance, must be conducted ethically. (Marais, 2014).

The following ethical guidelines, as adapted from Dilata (2008), Marais (2014) and Tolla (2013), were followed in the research process:

- Participation was voluntary, and no forms of reward were offered;
- Due to the sensitive nature of the study, the necessary ethics clearance was obtained, with reference number H18-BES-HRM-004. A copy of the ethics clearance letter is included as Appendix B.
- Participants were assured of confidentiality and to the fact that they could withdraw from the research at any time. The domestic workers particularly were assured of confidentiality and that nothing that they said during the interview would be communicated to their employer;

- For the sake of confidentiality, the participants real names were not used in the study and were given pseudonyms to protect their identity.
- Informed consent was obtained from each participant;
- Interviews were conducted at a venue where the participants felt comfortable and at ease;
- The purpose and aims of the research were simply, clearly and fully explained to each participant using appropriate terminology and language;
- Participants were treated equally, and with dignity and worth (Marais, 2014);
- The researcher conducted the study in an ethical, honest and professional manner and abided to the ethical guidelines of the American Psychological Association (2017) and the Code of Conduct for Researchers at Nelson Mandela University (2009).

3.11 CONCLUSION

This study entailed an exploration of the factors that contribute to a positive work experience for South African domestic workers. The study adopted a qualitative and exploratory design that made use of a phenomenological research approach. The study was conducted amongst domestic workers and the employers of domestic workers residing in the Eastern Cape Province of South Africa. Data was collected using semi-structured interviews from one-one interviews held with seven domestic workers and seven employers respectively. The interviews were recorded, transcribed and analysed using the six stages of thematic analysis. Trustworthiness considerations were implemented by the researcher. Ethical issues were also addressed. In the following chapter, the themes that emerged from the thematic analysis are presented and discussed.

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ANALYSIS AND DISCUSSION OF RESULTS

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CHAPTER 4

ANALYSIS AND DISCUSSION OF RESULTS

4.1 INTRODUCTION

Chapter three provided the context within which the research project was implemented, with an emphasis on the population and sample, research design and approach, and manner of data collection and analysis. The purpose of this chapter is to present the research findings in relation to the main aim and objectives of the study. This is achieved through a presentation and discussion of the themes that emerged following the thematic analysis conducted and outlined in Chapter three. The themes identified were abstracted from the data gathered during the one-on-one interviews held with domestic workers and employers respectively. These themes are presented and discussed and supported with verbatim quotations from the participants in the study.

The purpose of the literature review was to address the secondary research objectives 1, 2 and 3, whilst the current chapter aims to address the secondary research objective 4, as outlined below:

- What are the factors that contribute towards a positive work experience for domestic workers in South Africa?

This objective was addressed by means of a survey, utilising a semi-structured interview as the data collection instrument, and aimed at identifying factors that contribute towards a positive work experience for domestic workers. The interviews were held with domestic workers and employers of domestic workers residing in the Eastern Cape region. As indicated in Chapter three, the employers interviewed were not the employers of the domestic workers in question.

4.2 THEMES EMERGING FOR DOMESTIC WORKERS

A number of themes emerged in the process of the thematic analysis of the responses received from domestic workers. These themes centered around job security, wages, working conditions, and relationship with employer. These themes are elaborated on below.

4.2.1 Job Security

The matter of job security surfaced as a dominant theme in the interviews. Since domestic workers are often considered as part of the invisible workforce, as their work occurs within residential homes, they are generally 'unseen' (Dilata, 2008). In many instances, employers do not abide by the relevant employment legislation, and domestic workers are often hired and fired as the employer sees fit. Global research indicates that the introduction of legislation to govern the domestic worker employment relationship has had an insignificant effect (Du Preez et al., 2010).

The Amended Unemployment Insurance Act requires that an employee who works more than 24 hours per month for an employer must be registered with the Unemployment Insurance Fund and the onus is on the employer to register the employee (South Africa, 2017). However, in this study over seventy percent of the domestic workers interviewed were not registered for UIF, which made them feel that they were not permanently employed, and that they could be asked to leave at any time. Employees who were registered for UIF, felt less vulnerable because they are afforded unemployment and maternity benefits.

Based on the interviews conducted, it appears that the perception amongst the domestic workers was that even if they are employed on a full-time basis, they are not permanently employed if they are not registered for UIF. When asked whether she was employed on a full-time basis, Lunga responded that she was, but that she was not permanent as she had not been registered for UIF. Siyanda said "I don't know if she has registered me at

labour. But I will stay at my work". The other domestic workers expressed similar sentiments.

Research shows that this contention does not only exist in South Africa. In their study, Pereira and Veliente (2007) assert that employment legislation for domestic workers across Latin America is less favourable in comparison to that applicable to other workers. The authors further add that whilst some European countries have developed legislation aimed specifically at domestic workers, others have collective agreements in place, and in other countries, there is no legislation or any form of regulation at all.

In 2013, The International Labour Office (ILO) published a report entitled "Domestic workers across the world", which found that, globally, only ten percent of domestic workers are protected by specific legislation. In South Africa, domestic workers represent a large percentage of the employment sector, and approximately eight percent of the black workforce (Stats SA, 2018). Despite this, many do not receive the legal protection that is afforded to other workers due to the nature of the workplace, lack of education in this regard on the part of domestic workers, and little pressure on employers to comply with the legislation.

4.2.2 Wages

Poor wages and long working hours for domestic workers is a global phenomenon (ILO, 2011). The domestic workers interviewed in this study confirmed this. Research by Budlender (2011) found that on average, a South African domestic worker earns forty percent of the average wage earned by non-domestic workers in similar job categories.

The majority of women interviewed felt that their wages were not sufficient to live on, particularly because many of them support extended families. Thembi said "...they are so kind and I'm happy with everything except money...I'm earning R140 per day since 2016...no increase", similarly Lunga said "I am not happy at all. It is too small", while

Bulelwa stated “I am working six days, Monday to Saturday. I’m working from half past five in the morning to five o’clock and my pay is R2 500, so it’s not right”.

In a report by the International Labour Organisation (ILO, 2011) on decent work for domestic workers, it was found that there are several factors that contribute to lower wages in comparison to workers in similar job categories. These factors include an unequal balance of power to negotiate, the separation of live-in employees from their families, and the view that women are inherently predisposed to domestic work. Many consider the skills traditionally required for domestic work, without compensation, and within the environs of the home, as part of a woman’s domain. Such a tenet has the result that domestic workers, in monetary terms, are under-valued. In addition, socio-cultural factors, such as language differences, may prevent domestic workers from being able to negotiate with their employers and this increases their vulnerability within the workplace (Tijdens & van Klaveren, 2011).

The ILO has argued that implementing a minimum wage for domestic workers is required for the recognition of the universal right for individuals to enjoy favourable working conditions, and particularly in respect of fair remuneration (Tijdens & van Klaveren, 2011). Historically, there was no minimum wage set for domestic workers in South Africa, which may have contributed to the belief that low wages for domestic workers is the accepted norm. Despite the implementation of a prescribed minimum wage for domestic workers in South Africa, it is evident that low wages persist. Clarke (2002) found that domestic workers often believe that their employers have the means to pay higher salaries based on their standard of living and the number of vehicles that they own. Whilst the women in this study felt exploited, they highlighted the high unemployment rate in South Africa and expressed gratitude in having jobs, because a small salary is better than no salary. This may be a contributing factor to the reason they stay in their jobs, despite their feelings of exploitation.

A study conducted by Pape (1993) subsequent to the Zimbabwean government’s implementation of a minimum wage for domestic workers, found that a significant number

of employers chose to retrench their employees rather than pay the minimum wage. Essentially, being in a position to employ a domestic worker may be considered a luxury, and if the employer feels that they cannot afford the minimum wage, they will no longer require a domestic worker. Alternatively, given the high unemployment rate, the employer can easily find someone willing to work for less than the minimum wage, Pape (1993, p. 392) noted that there is an “army of unemployed ready to charge through the gate at the first sign of a job vacancy”.

The analysis of data collected for the purposes of this study revealed much uncertainty regarding increases. Zukiswa said “...but I don’t know because I am earning R3 000 now, so I think it will be R3 200, but they must sit down with me” and Siyanda said “she gave me an increase in July, but she used to give me an increase in March, but last year it change...I don’t know why”. Research conducted by Du Preez et al., (2010) regarding wage increases revealed that the biggest contributing factor to inadequate payment for services rendered was the employer’s income. In instances where employers were paying less than the minimum, the reasons cited were linked to affordability. Only one of the interviewees, Lindelwa, stated that she was content with her salary and working hours; however, it should be noted that she has been with the same employer for twenty-three years and the employer travels extensively, giving her a great deal of paid down-time.

4.2.3 Working Conditions

Whilst legislation has been enacted to regulate working hours, annual leave and overtime, many domestic workers find it difficult to get time off work (Cock, 1980; Dilata, 2008). In general, the respondents in the study were satisfied with their hours and conditions of work, with the exception of two interviewees, who felt that they worked excessive hours.

Lunga, whose home is in the Transkei, works seven days a week, with excessive unpaid overtime. She lives in the home with the family, as there is no alternate accommodation for her. This could possibly be the reason why she feels she is permanently on duty. Her

employer requires her to start working at 05:30 and she finishes once the kitchen is clean after dinner. She is not paid overtime. Lunga said that she has “no time to stay with my family...if I’m not working on the weekend, I would be happy...I would be happy if I could start working at 07:00 or 07:30 and then finish at 17:00 I wouldn’t mind about that”.

Bulelwa also feels that she works long hours, with no compensation for overtime duties. Her day starts at 05:30 and she finishes at 17:00 and works six days per week. Her mother cares for her children in the Transkei, so she does not have the opportunity to see them regularly. Being required to work these hours is excessive, according to relevant legislation. The law prescribes that domestic workers may not work more than 45 hours per week, and no more than nine hours per day if they work five days per week, or no more than eight hours per day if they work more than five days per week. Additionally, they should be paid double the hourly rate if they work on a Sunday and are entitled to three weeks annual leave (Department of Labour, 2002). This indicates that the exploitation of domestic workers continues to prevail despite the laws that have been put into place to protect them.

It is interesting to note that in the above two instances, both Lunga and Bulelwa volunteered that they were employed by black families, whereas the rest of the participants in the study were employed by white families. According to Dilata (2008), black African employers have been reported by domestic workers to be the worst employers. This may be because these domestic workers enter into the employment relationship with the anticipation that they will be treated differently, and that their shared racial and social identity will be to their benefit. However, the research revealed that black African employers want to have their domestic workers around all the time, which makes them feel imprisoned in the employer’s home (Dilata, 2008). The needs of the domestic workers are further seen as of no importance. Black African employers are considered to be emulating the same scenario that live-in domestic workers were subjected to in formerly white urban areas prior to legislative reforms in this regard (Dilata, 2008). By employing people from rural areas, as in the case of Lunga, it becomes more difficult for

these employees to travel home to spend time with their families. She noted that “on the weekends, I want to rest”.

Yet another aspect that several of the domestic workers expressed as difficult for them was the question of annual leave. Bulelwa noted that she had had “...no holidays and no off” during the three years that she had been employed by her current employer. When queried whether she had time off during December, she responded “Yes, Christmas time, I think it’s two weeks I have off”. Similarly, Lunga also felt that she does not get holidays, despite having some time off over the Christmas period. Zandile was more concerned about not working on public holidays. At the time of her interview she was working for three different employers each week, and her experience was that during April there were two Mondays and two Fridays which were public holidays, and for which she was not paid as she did not work on those days. This, in effect meant four days without any wages.

Many women enter into domestic work as it provides them with an opportunity to earn a living that will assist them in supporting their children and providing them with an education. However, often the nature of the job (long hours and little or no leave) results in mothers being isolated from their children and families (Tolla, 2013). According to Henderson and Anetos (2018), domestic workers have the responsibility of looking after their employers’ homes, while their own homes experience an economic and social deficit. Motala (2010) agrees, stating that domestic workers have very little time for their own families and for a social life.

4.2.4 Relationship with Employers

Research has shown that there is an imbalance of equality between employers and their domestic workers, and this may lead to exploitation (Hickson & Strous, 1993). What renders this relationship open to exploitation is its extremely personal nature. In many instances, a very close relationship develops between the domestic worker and her employer (Cock, 1980). Anderson (1991) believes that a successful employment relationship occurs when the employer and the employee have an opportunity to bond.

However, Tolla (2013) states that problems may arise in the relationship dynamics due to class disparities that exist in the relationship.

Gaitskell et al. (1983) highlight that domestic work globally is performed by individuals who are considered to belong to socially lower groups, and the situation in South Africa is no different. Traditionally, domestic work has been performed for white households by black African women, which has led to an awareness, by black people, of the class disparity. To demonstrate the culture of inequality, Ray and Qayum (2009) introduced the concept of domestic work as 'a culture of servitude'. This phrase describes the inequality and dependency that exists, and which is accepted as normal (Archer, 2011).

It was encouraging to find that all of the respondents in this study felt that they had a positive working relationship with their employers, and that they were free to discuss work-related problems in an open and honest manner, without any aggressive or threatening behaviours, as research has sometimes uncovered (Donald & Mahlatji, 2006; Maboyana & Sekaja, 2015).

Zandile reported that "...if they don't like things, they talk to me and they don't shout at me". Although Bulelwa said that she had a good relationship with her employer, "the relationship is right", she found it difficult to talk about issues that did not directly relate to her work. Similarly, Thembi mentioned that while she felt that she has a good relationship with her employer, it depended on the situation as to whether she felt comfortable enough to talk to her or not. "For instance, when the margarine is finished, I'm not feeling free when I tell her that the margarine is finished. I feel that it is her duty to check if I have margarine...but for instance, see if there is no dishwashing soap, I feel free".

Zukiswa's main responsibility has to care for a two-year-old girl, and she said that her employer accepted that this role was more important than getting the housework done. She said they "understand, if they say I must clean the hall, if I didn't finish, I tell them because of A, B or C and they don't shout at me, because they have a two-year-old and I am looking after her." Lindelwa's employer is fluent in isiXhosa, which helps her to feel

comfortable to discuss any problems with her. According to Wessels (2006), more than fifty percent of domestic workers have little to no literacy in the language they are required to use at work. Thus, a language barrier often exists within the domestic worker's environment, placing them at a disadvantage as they battle to communicate and understand their employer.

Despite the fact that the respondents reported that they had good relationships with their employers, a feeling of powerlessness was intimated in some of the responses. Some of the respondents were concerned about the lack of an employment contract, including a detailed job description, which links back to the theme of job security. Zandile was particularly upset when she was expected to wash a friend of her employer's clothes, as the friend was ill, "...I don't know this person and I don't know what happened to her to make her sick. I was angry. But because I am in the job, I must do it". Thembi also felt that a job description would be beneficial, as she found that her duties changed over time "sometimes we do have that (list of duties) and then we agree. But things change as times goes on and you can't complain because you are at work and you need the money and you have to do whatever you are told to. It's tough." However, Thembi was also the only respondent who brought up the concept of being a part of the family, a metaphor found to be more commonly used by employers in this study. She said that "they really treat me like part of the family, seriously, I won't lie, even if there is something they don't like, we sit down and talk, and they are not shouting, we just talking, ja. I really, really like them".

The responses reflected on in the above theme suggest that while a power imbalance may exist within certain relationships with the employer, the situation differs for each domestic worker. This advocates for a greater formalisation of the employment relationship, including a better understanding by both parties of the legislative provisions pertaining to domestic workers. The importance of an employment contract, which clearly specifies the terms and conditions of employment is deemed important in regulating the employment relationship. The importance of encouraging open channels of communication based on mutual trust also emerges.

4.3 THEMES EMERGING FOR EMPLOYERS OF DOMESTIC WORKERS

A number of themes emerged in analysing the responses received from the employers of domestic workers. These themes centered around compliance with legislation, part of the family, retirement planning and respect. These themes are elaborated on below.

4.3.1 Compliance with Legislation

The Department of Labour (2002) stipulates that all domestic workers who work for more than twenty-four hours per month must be registered for UIF by their employers, and further that the employee must contribute one per cent of their wages to UIF, and the employer an equal amount. While there are more than a million women employed as domestic workers in South Africa, only just over half of these have been registered for UIF (Thorpe, 2018). Khunou (2018) states that many employers either do not know about the legislation regarding domestic workers or fail to comply. Unfortunately, domestic workers are often concerned that if they challenge their employers regarding the minimum standards set in Sectoral Determination 7, they might be dismissed. According to an article in the Citizen (Unknown, 2015) approximately 20 percent of domestic workers are registered for UIF.

During the interviews held with domestic workers, it was found that being registered for UIF was one of the greatest concerns as workers felt a certain sense of job security if they were registered. According to Tolla (2013), employers could be expected to resist registering their employees for UIF, as there is little to no threat of policing by authorities. Fish (2006) found that the policymakers themselves doubted that the requirement of being registered for UIF would be effective, as they would receive criticism related to the monitoring of compliance, especially because of the privacy of the household and the informal nature of the domestic worker sector.

In contrast with the interviews conducted with the employees, it was found that the majority of employers had registered their domestic workers for UIF, with only one of the

interviewees admitting that she had not registered her domestic worker. While she agreed that registering for UIF “is something that I need to do”, she and her husband felt that they were not “planning to get rid of her anytime soon”, but, if necessary, they could afford to backpay her for 3 years. In contrast, Barbara said that she believed it is important to register domestic workers for UIF because it protects their well-being. She pays it in full and said she doesn’t expect her domestic worker to contribute because it is more affordable to her. One of the respondents noted that her domestic worker was employed by her husband’s business to also work in their own private homes, which ensured that they were registered for UIF, as the business complied with the legal requirements.

4.3.2. Part of the Family

In South Africa, the analogy of being ‘part of the family’ is often used to describe the relationship between domestic workers and their employers. This is particularly common with live-in domestic workers, as it allows employers to justify their behavior towards their domestic workers (Tolla, 2013). Du Toit (2010) proposes that the relationship between employer and employee in a domestic setting tends to be maternalistic, in that the employer acts like a mother figure who leads, disciplines, is concerned for, and assists her employee in a similar way as she would her children. Maternalism is, however, a one-way relationship, where the actions of the employer, such as giving gifts and financial support, is perhaps regarded as eliciting loyalty from the employee. Abercrombie and Hill (1976) note that this is an asymmetrical exchange of goods and services where the employer gains considerably at the expense of the employee. The key element of a maternal relationship is that employees are treated like children, which reinforces the notion of an unequal power balance in the relationship, and culminates, perhaps, in a sense of inferiority. Romero (1999) argues that employers make use of the family analogy to rationalise patriarchal behaviour towards their domestic workers. Cock (1980) and Gaitskell et al. (1984) questioned the notion of domestic work involving a close relationship between employer and employee, as it is an asymmetrical relationship, with

employees being subjected to practices that highlight their dependency, such as not eating the same food as the family.

During the interviews, it became apparent that all of the employers felt that their domestic workers were a part of their family. Donne said that “she brought up both my children...I was also studying, so I would go away for a week to two weeks at a time to Zululand and she would literally move into the house”. When asked what aspects her domestic worker enjoyed about her job, Megan’s immediate response was “definitely looking after my kids. She is part of our family...she was like a second mom to my kids”. Kirstin, currently pregnant with her first child, said “she is very excited...she always wants to see the belly and how it’s grown...she is very much a part of the family”. Barbara said that her domestic workers became part of the family over time as they are in the home on a daily basis. These responses indicate the link between the domestic worker performing the mother’s role of caring for children and being regarded as a part of the family. However, what is not always considered is the domestic worker’s own family, and her need to spend time with them. Megan admitted that her domestic worker works every second weekend, as she needed the extra help when her children were small. Her second child finishes school this year, and she said that from next year her domestic worker could have every weekend off. “She has her own family...she would like to be home every weekend”.

The employers expressed having their domestic workers best interests at heart and genuinely wanting to assist them. Lynda felt that it is important for her to “take an interest in her family and life. I have met all her children...I often drive out to Mdantsane to drop off stuff that I have given her”. Kirstin assisted her domestic worker financially when her brother passed away. Tracy has assisted her domestic worker extensively and says that “I am really proud and happy that she has a much better life...we just try to help her and reward her for her good work, it’s a partnership and everyone has benefitted so much”.

Parrenas (2001) disputes the maternalistic notion of the domestic worker forming part of the family, contending that the relationship is mutually beneficial and that both parties can use the situation to get what they want. From the employer’s side, they can use the

concept of being a part of the family to elicit behaviour that delivers over and above the employee's duties. For example, Donne's domestic worker was required to move into the house during the times that she was away. Similarly, the domestic worker, being considered as a family member, can use this to her advantage, in receiving gifts and money. For example, Tracy pays for her domestic workers daughter's education, which would have been unlikely in the course of a 'normal' employment relationship, and which was the result of them having a close relationship. Both parties are able to use the close relationship to the benefit of each other. Khunou (2018) challenges this, suggesting that due to the workplace being the private home, the employer and domestic worker build a much more personal and intimate relationship. This can result in the introduction of practices such as passing on old clothes or giving gifts which can result in confusion in the employment relationship, and which could lead to exploitation, as the domestic worker may feel obliged to work longer hours or have their wages reduced.

4.3.3 Retirement Planning

A major challenge for domestic workers is preparing for their retirement. The state pension is currently around R1 700 per month, which is significantly less than the minimum wage for domestic workers (South African Government, 2018). As domestic workers are one of the lowest paid employment sectors in South Africa, this leaves them with very little, if any room to make provision for their retirement. As previously noted, many of these women have extended families that they support. This is largely due to high levels of unemployment, and children who need to be cared for as a result of deaths from the HIV/AIDS epidemic and the high levels of crime in South Africa. The need for financial support is great.

During the interviews, three employers raised the fact that they were concerned about their domestic workers retirement provisions and expressed a need to assist in this regard. Tracy confided that a pension policy had been taken out for her domestic worker, in addition to a medical aid policy, and that they financially supported their domestic worker's daughter at university. Megan said that "what I am concerned about for her, and

I must tell you very honestly that I haven't done anything about it, but I have been thinking about it for a couple of months now, is I need to have some kind of a policy or pension for her, because what becomes of her when she finishes working?" Donne also shared a concern for her domestic worker once she retires, and while she admits that she should have taken out a policy for her, she has made alternative arrangements. "I have said to my daughters that when they start earning, they are going to take out a debit order on her account and that will be a payback for all of the years that she has cared for them, and they are both in agreement...but I should have taken a policy out".

Research by Tolla (2013) found that many domestic workers felt that their employers should be responsible for providing a pension fund, whilst others did not necessarily agree. They did admit that relatively low wages made it difficult for them to save for their retirement, which suggests that the cycle of poverty in which some of these women are trapped will continue once they stop working.

4.3.4 Respect

Respect begins with the job title, 'domestic worker', which gives the employee an identity. It gives the employee the opportunity to see the value and dignity of their work and enables them to make comparisons with other careers. As domestic work has traditionally been considered an extension to women's work, there needs to be an agreement that the home is also seen as a workplace (Roy, 2012). By implementing a minimum wage for domestic workers, the South African government has emphasized that the home is also a workplace.

Dilata (2008) observed that by considering domestic workers as part of the family, employers should treat them as they would any other human being, show them respect, and be kind and friendly towards them. No individual wants to feel disregarded, and it is important that domestic workers feel that their feelings and presence in the home is respected (Martinelli, 2018). Research has suggested that there is no respect and there is extensive literature on the exploitation of domestic workers, illustrating the lack of

respect shown towards them by their employers (Ally, 2011; Byrd, 2010; Cock, 1981; Donald & Mahlatji, 2006; Du Preez et al., 2010; Maboyana & Sekaja, 2015; Marais, 2014). Within the South African context, it should be borne in mind that there is often little choice in becoming a domestic worker. There are few alternatives available, and more often than not a family needs food, schooling and other care. Through their work, domestic workers have improved the lives of those close to them, which shows that there is dignity in their work and that they are worthy of respect in the same manner as others, irrespective of their race, class or financial standing (Howell, 2016).

A common theme that emerged from the interviews with the employers was the importance of respect for domestic workers. Lynda said that “often kids can be quite rude to domestic workers and I have to remind my children daily to greet her, give her a hug, say goodnight, thank her if she does something for them. Well anyone in the home though, both adults and children need to treat her with respect. Which I guess is also a basic human requirement.” Similarly, Kirstin said, “I don’t want to be ill-treated by my boss, whether he is black or white, it’s not a colour thing, I won’t want to be treated by my superior as nothing...some people see it just as a maid”. Tracy feels that “people need to wake up, especially in this country, and realise we are not entitled to have people clean up after us...domestic workers are not doing it because they enjoy the job, it’s because it’s their only option...it’s respect for everyone. And how do you teach that?”. Like Lynda, Tracy reiterated the importance of teaching children to respect their domestic workers.

While legislation has been passed to protect the rights of domestic workers, there is a need for employers to acknowledge that domestic work is important. The work performed by domestic workers is traditionally seen as “women’s work”, and often employers do not take this seriously, despite the fact that people would battle to run their lives without domestic help. There needs to be an understanding that the home is a workplace. It has even been suggested that those who view the home as a private space should not employ a domestic worker (Roy, 2012).

Yenn (2014) suggests that the manner in which employers treat their domestic workers reveals the kind of a society we live in, and the type of culture and values that people embody. Culture is not passed on through textbooks or formal education but is taught through daily practice. The way employers treat domestic workers sends a strong message to their children regarding their values and beliefs. Ray and Qayum (2009) argue that children who grow up with a domestic worker in the home learn a lot regarding class, gender and equality. If domestic workers are not treated with respect, children will learn that some people's needs, and opinions are less important than others (Yenn, 2014).

4.3.5 Unsupported Information

Interestingly, there was one employer, Catherine, whose responses were not aligned with the themes that emerged from the employer interviews. This employer tended to focus on training and education and her hope to provide her domestic worker with a better education so that she could further herself in a career where her interests lie. However, her "home assistant" as she calls her domestic worker, spends a lot of money on helping to educate her children, siblings and cousins, and therefore has not had the time to focus on educating herself. She felt that this was a frustration for her domestic worker because she is intelligent and has the potential to be earning more. Catherine assisted a previous domestic worker who she employed with a college education, and that woman is now a personal assistant.

She was also the only employer to bring up the issue of the difficulty that her domestic worker has in discussing issues such as salaries, borrowing money and annual leave. She noted that they have now gotten into a routine regarding annual leave; however, this was initially an issue as her domestic worker was nervous to bring up these issues with her directly. The information elicited from Catherine suggests a need to more closely examine strategies for creating open and trust-based communication channels as highlighted in section 4.2.4, in which employees discussed communication in the context of their relationships with their employers.

4.4 A COMPARATIVE ANALYSIS OF THE THEMES EMERGING FOR DOMESTIC WORKERS AND EMPLOYERS

When considering the themes that emerged during the interviews with domestic workers and the employers of domestic workers, there are many similarities in the findings. These themes are outlined in Table 4.1.

Themes common to both parties	
Domestic workers	Employers
Job Security Wages Working conditions	Compliance with legislation
Relationship with employers	Part of the family
Themes common to employers only	
	Retirement planning Respect
	Unsupported information

Table 4.1: A comparative analysis of emerging themes

Source: Own construction

The first three themes elicited from the domestic workers, namely *job security*, *wages and wage increases*, and *working conditions* may be linked to the first theme that emerged from the employer's interviews, this being *compliance with legislation*. The final theme for domestic workers was *relationship with employer*, which relates to the second employer theme of *part of the family*. The final two employer themes, *retirement planning* and *respect* did not emerge as themes for the domestic workers. No themes emerged from the interviews with the domestic workers that did not emerge with the employers. There were themes that emerged from one of the employer interviews, which will be mentioned briefly. This comparison of themes is discussed below.

4.4.1 Compliance with Legislation

The above findings are contradictory. Whereas almost none of the domestic workers interviewed were registered for UIF, most of the employers interviewed had registered their employee's for UIF. This could be attributed to the fact the employers who volunteered to participate in the study are those who would be considered as preferred employers in that they treat their employees well and abide by the rules and regulations, while, conversely, those who do not would be unlikely to volunteer for interview. By complying with the legislation, domestic workers would experience a greater level of job security, which is an important characteristic of a humanistic workplace.

4.4.2 Relationship with Employers

The above findings show that, overall, the majority of domestic workers and all of the employers experience a positive working relationship with their employer/employee, and all of the domestic workers feel that they are free to discuss concerns or issues experienced in the workplace with their employer. Domestic workers often live quite isolated lives, particularly those who are live-in, as they are geographically separated from their family and friends due to their work situation (Marais, 2014). By developing a trusting and respectful relationship with their employer, domestic workers obtain a sense of belonging, which would result in a more positive work experience for them.

4.4.3 Retirement Planning

Domestic workers did not openly share the issue of retirement planning. Several of the employers, however, voiced concern about the women who have been working in their homes for many years and who have not had the opportunity to save for their retirement. These employers expressed concern as to how their employees would survive when they ceased to earn a salary and became dependent on the government pension, which is currently R1 700 per month and, which is significantly less than the proposed minimum domestic worker wage (South African Government, 2018). Many domestic workers care

for other family members, such as their children and grandchildren, which places a severe financial burden on them. Because of this, they may not be able to afford to retire at sixty years of age and may find themselves continuing to work well into their seventies in order to survive. This shows a level of care and concern from the employers towards their domestic workers.

Meyiwa (2012) believes that domestic workers experience major challenges, due to their marginalized position, this view being supported by Dilata (2008) and Fish (2006). As their contribution is often not acknowledged, the result is an absence of planning for their welfare in most cases as they are unable to afford make any provision for the future. Meyiwa (2012) proposes that programmes and policies need to be formulated that will contribute towards ending the cycle of poverty in which so many domestic workers find themselves trapped.

4.4.4 Respect

The need to be treated with respect was a theme that recurred amongst the employers; however, it did not arise as a notable issue with the domestic workers. The domestic workers interviewed generally felt that they were treated with respect and were comfortable to approach their employers to discuss most work-related matters.

In contrast, the employers interviewed felt that respect in the domestic worker/employer relationship is an issue, perhaps not in their own homes, as they expressed that they made a conscious effort to treat their domestic workers with respect, and to teach their children to do the same. However, they have noticed that there are many domestic workers who are not treated with respect, which needs to be rectified. One of the elements of humanistic management is the unconditional respect for the dignity of every person, and when they receive this from their employer, employees are more likely to have a positive work experience.

Khanou (2018) believes that domestic workers do not receive the respect that they are entitled to and that their contribution is not recognized by society. Their work is performed in the private home, which is not typically considered a place of work and the functions that they perform, such as cleaning and looking after children, is often considered as women's work and should be done without pay.

4.4.5 Unsupported Information

Two aspects relating to domestic workers were raised by only one of the employers, these were not mentioned by any other employers or any of the domestic workers. The first was training and education. As previously stated, domestic work is often performed by women who do not have a proper formal education, and this employer felt a desire to assist her domestic worker in furthering education so that she could uplift herself and find work that would be more financially rewarding. Challenging work and growth opportunities are important elements for a positive work experience, as everyone has an inherent need to develop themselves. By providing developmental opportunities, employers would be contributing to giving their domestic workers a more positive work experience. The second aspect that this employer mentioned was her domestic worker's discomfort in being able to discuss matters relating to the employment relationship, such as wages and leave. This is in contrast to the experiences of the domestic workers who were interviewed, who largely felt that they could discuss most things with their employers. The employment relationship needs to be an open and honest one between both parties for domestic workers to feel comfortable in discussing work-related problems with their employers, who should have a genuine interest in their employee's well-being.

4.5 CONCLUSION

The purpose of this chapter was to provide an analysis of the themes that emerged during the interviews conducted with domestic workers and employers of domestic workers. The main themes that emerged amongst the domestic workers were job security, wages, working conditions and relationship with employers. The main themes emerging for

employers of domestic workers were compliance with legislation, part of the family, retirement planning, respect and some valid themes that were raised by one employer but none of the others. An outline of each theme was provided, with supporting excerpts from the respondents, and themes were compared to the findings of relevant studies. Thereafter a comparison was made of the emerging themes, highlighting the similarities and differences between the domestic worker and employer groups. This comparison allowed for a better understanding of the factors emerging that contribute towards a positive work experience for domestic workers. The following chapter concludes the study and provides considerations in terms of the limitations thereof. Recommendations based on the findings as well as for future research are provided.

CHAPTER 5

CONCLUSION AND RECOMMENDATIONS

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CHAPTER 5

CONCLUSION AND RECOMMENDATIONS

5.1 INTRODUCTION

The purpose of this study was to identify the factors that contribute to a positive working experience for domestic workers in the Eastern Cape, South Africa. Although a fair amount of literature on this topic is available, its focus is largely on the negative aspects of the domestic worker experience, such as the racial inequalities that have persisted within this sector in post-Apartheid South Africa. The focus of this study, namely, on identifying the factors that contribute to a positive work experience, contributes to a different perspective.

Based on the findings of this study, it would appear that the greatest concern for domestic workers is employer compliance with the legislation. The first aspect was registration for UIF. The domestic workers felt that they did not experience a sense of job security if they were not registered with the Department of Labour for Unemployment Insurance. Secondly, the issue of wages was highlighted as a pertinent concern for domestic workers. It is noted that there is little choice for domestic workers when faced with the decision of earning nothing or earning something, even if it does not comply with the current minimum wage legislation. Very often these women carry the heavy financial burden of supporting extended families, often created by the demise or unemployment of others in the family who would have taken this responsibility. Working hours and annual leave were also highlighted as an issue, with some domestic workers being required to work excessive hours. Some felt that they did not receive annual leave and that it was an area that was difficult to discuss with their employers. Despite the above, it was found that all the domestic workers interviewed for this study said that they experienced a positive working relationship with their employers.

From the employer's perspective, the findings showed that almost all of those interviewed complied with the legislation in terms of registering their domestic workers for UIF, despite national statistics that show that around only twenty percent of domestic workers are

registered for UIF (Unknown, 2015). The employers unanimously considered their domestic workers to be a part of their families, as their place of work is within their private homes on a daily basis, assisting with childcare and the provision of meals. Some employers noted a concern for their domestic workers when they retire and how they would survive without earning an income. The employers were also concerned about the level of respect that many domestic workers experience from their employers.

This study was important in that it was undertaken to explore and understand the domestic worker's work experience in an attempt to determine what aspects of their work provide a positive work experience. By understanding what aspects of their work makes it more positive, employers can strive towards creating a more positive work experience for their domestic employees. There will always be a demand for domestic work in South Africa, given the high levels of unemployment experienced and, with the disparities between income earners, there will always be those who can afford to employ domestic workers. This study has shown how important it is to domestic workers that their employers comply with the law by registering them for UIF and paying the minimum wage. By educating employers on these issues, it is hoped that they will more willingly observe the legal requirements as set out in Sectoral Determination 7.

5.2 RECOMMENDATIONS BASED ON THE FINDINGS

De Waal (2012) agrees with the need to ensure that compliance with legislation is observed. Pressure needs to be exerted on the government to ensure that employers comply with the laws and regulations that pertain to domestic workers. She proposes that ensuring sufficient labour inspectors will assist in achieving this. In 2010, the department of labour provided domestic workers with a telephone number that they could call if they were experiencing problems in the workplace. However, there was a shortage of inspectors that resulted in a low chance of domestic workers receiving help via this route. Kubjana (2016) raises a valid concern with regard to labour inspectors, noting that their approach is reactionary rather than progressive. This is not appropriate when dealing with largely uneducated people, who have little or no understanding of the law.

This means that they are unlikely to report violations to an institution whose existence they may not even be aware of. This again highlights the importance of the need for education on the legislation.

Marais (2016) encourages domestic workers to recognize their status as employees and to take responsibility and empower themselves with an understanding of the legal requirements contained in Sectoral Determination 7. This may encourage them to discuss employment issues with their employers and will help them to create a positive work experience for themselves. She goes on further to suggest that employers should embrace the ideologies of the concept of “Ubuntu”, which will enlighten them as to how to assist in empowering the voice of the domestic worker, and their well-being within the context of a caring employment relationship.

Boodryk (2007) identifies reciprocity as one of the fundamental values of the African belief of Ubuntu, which has an effect on the way in which black African people engage with others on a daily basis. This suggests the importance of the collective, which believes that what benefits the community will also benefit the individual, and the responsibility that people have towards each other (Nzimakwe, 2014). Sithole (2001) highlights the fact that the purpose of Ubuntu is to unify people, regardless of who they are or where they come from, and that class is viewed as irrelevant as everyone is the same. The employment context, with a focus on Ubuntu, promotes shared compassion, sympathy and participation, which help to create a humanising work experience (Marais, 2014).

It is necessary that both parties in the employment relationship have an understanding regarding each other’s expectations and obligations. This research has shown that domestic workers have an expectation to be registered for UIF, as it is a legal requirement and gives them a sense of job security. While most of the employers in this study had registered their domestic workers for UIF, it should not be forgotten that statistics show that around only twenty percent of domestic workers have been registered for UIF nationally (Unknown, 2015). Employers have a legal responsibility to comply with the legislation relating to domestic workers. Some may claim that it is not

important, as they have no intention of dismissing their domestic worker due to the trusting relationship that they have nurtured over time. However, it is still necessary to comply with the law.

Archer (2011) notes that the nature of the individual employment relationship within the domestic worker context is complex, as it consists of relational and transactional elements. Additionally, it is an interdependent relationship in that the employer relies on the domestic worker to assist in the home, while the domestic worker depends on the employer's kindness and remuneration (Marais, 2014). Kwele et al. (2015) state that in the case of domestic workers, the contract is a relational one. The relational element affects the domestic worker's overall workplace experience, particularly when the workplace is the private household (Tomei, 2011). Research by Marais (2014) found that compliance with the legislation alone is not enough to improve the employment relationship. Research suggests that the solution to creating a successful working environment within the household lies in the ability of employment relationships to transcend the common endurance of work-to-survive mode that commonly characterizes a domestic worker's engagement. The strength of the employment relationship is therefore key to encouraging a working environment that flourishes (Marais, 2016).

The Department of Labour needs to focus not only on the transactional characteristics of the legislation, but also to consider and encourage the fostering of positive interpersonal relationships between both parties. Marais (2016) suggests that, due to their engagement within the sector, labour inspectors are perfectly positioned to encourage domestic workers to speak out for their rights within the context of their employment and to create an awareness amongst employers of the reality that domestic workers experience daily. It is believed that this study will contribute to this awareness.

5.3 LIMITATIONS OF THE STUDY

The findings that have been presented in this study are subject to certain limitations. These limitations should be taken into account when interpreting this study, and include the following:

- The sample group of domestic workers consisted of black African females, and the sample group of employers was limited to white females. This means that the results may not be generalisable to other populations.
- The employer participants were selected based on those who volunteered via a Facebook post on a public group. It should be noted that employers who do not comply with the legislation would have been unlikely to volunteer, and that this perhaps skews the results towards employers who comply with legislation, and who believe that they have a good relationship with their employees.
- As only one party was represented from each of the employment relationships discussed, the stories shared by participants could not be verified with their respective counterparts due to the potentially sensitive nature of the topic.

5.4 RECOMMENDATIONS FOR FUTURE RESEARCH

The following recommendations for future research are offered:

- A more in-depth exploration into the themes identified in this study, to facilitate a greater understanding of each theme and how these can be effectively addressed in practice.
- Making use of more than one approach to data collection, such as questionnaires or rating scales, to overcome the drawbacks of using only one method.
- Similar research could be conducted in other areas of South Africa in order to determine whether the findings can be generalised across other provinces.

5.5 ANTICIPATED VALUE AND BENEFITS OF THE STUDY

The aim of this study was to find a way to assist the many domestic workers in South African society who are often marginalized, and possibly taken advantage of, by identifying the factors that contribute towards a positive work experience. Through creating an awareness of these factors, employers will be able to take active steps to ensure that the working experience is more positive and fulfilling for their domestic workers. In turn, domestic workers will become more aware of the legislation that is in place to assist them and will experience a greater sense of empowerment in being able to discuss work-related matters with their employers.

This study is also important if viewed in light of the South African Government's socioeconomic transformation agenda. Legislation, such as the Employment Equity Act and the Skills Development Act, has been established to redress past imbalances. Employers of domestic workers have a legal, social and moral obligation to participate in the transformation of South African society. Bearing in mind that there are over one million domestic workers in South Africa, it becomes important that their needs and expectations are met in creating a more just society in which these workers feel that they belong and can create an identity for themselves. This will, in turn, contribute to a society in which people experience a sense of wellbeing, and will assist in reducing tension experienced between different racial groupings, bearing in mind the current demographics of the domestic employer-employee relationship in South Africa.

The researcher in this study is a white female who believes that limited and possibly stereotypical consideration have been given to the workplace needs and expectations of domestic workers. By undertaking this research study, the researcher aims to contribute to the ongoing process of social transformation, and to the existing body of knowledge in relation to the workplace experiences of the many mothers, daughters, sister and aunts who are employed as domestic workers in South Africa.

5.6 CONCLUSION

This study aimed to provide a better understanding of the factors that contribute to a positive work experience for domestic workers, more particularly in the Eastern Cape, South Africa. Sub-problems one, two and three were addressed in Chapter two, with an overview of the existing literature. Chapter three provided an exposé of the methodology used to guide the unfolding of the study, while Chapter four delivered the findings and a discussion of the themes that emerged from the interviews conducted with domestic workers and employers. A comparison of the themes revealed several similarities between the factors that were identified by domestic workers and employers as contributing to a positive work experience for domestic workers. The most notable of these was the employer's compliance with the relevant legislation, as this provides domestic workers with a greater sense of job security and peace of mind. This chapter concluded with recommendations to assist both parties in creating a more positive work experience for domestic workers, and recommendations for future research as well as considerations in terms of the anticipated value and benefits of the study.

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SIX STEPS TO THEMATIC ANALYSIS

Braun and Clarke's (2006) six steps to thematic analysis:

1. Data familiarisation: the researcher should be familiar with the data and should transcribe it as soon as possible after the interview, they should read the data and make notes of any ideas.
2. Generate initial codes: this includes systematically coding features across the entire data set and organising the data.
3. Search for themes: this includes identifying potential themes within the data and organising the data accordingly.
4. Review themes: this involves reviewing the themes with the coded data and considering whether it fits with the whole data set.
5. Define and name the themes: data is analysed by the researcher to refine theme specifics and to create definitions for each of the themes identified.
6. Create the report: the final step includes choosing convincing examples from the data and its analysis and linking back to the research question. Writing the report

is the method for sharing the results of the data analysis in a way that persuades the reader of the value of the study.

APPENDIX B

ETHICS CLEARANCE

Ref: [H18-BES-HRM-004 / Approval]

28 March 2018

Ms B de Villiers
Faculty of BES
South Campus

Dear Ms De Villiers

FACTORS CONTRIBUTING TO A MORE POSITIVE WORK EXPERIENCE FOR DOMESTIC WORKERS

PRP: Ms B de Villiers
PI: Ms M Taylor

Your above-entitled application served at the Research Ethics Committee (Human) for approval.

The ethics clearance reference number is **H18-BES-HRM-004** and is valid for three years. Please inform the REC-H, via your faculty representative, if any changes (particularly in the methodology) occur during this time. An annual affirmation to the effect that the protocols in use are still those for which approval was granted, will be required from you. You will be reminded timeously of this responsibility, and will receive the necessary documentation well in advance of any deadline.

We wish you well with the project.

Yours sincerely



Prof C Cilliers
Chairperson: Research Ethics Committee (Human)

Cc: Department of Research Capacity Development
Faculty Officer: BES

APPENDIX C

INTERVIEW SCHEDULE FOR DOMESTIC WORKERS

The following interview schedule was used for interviewing domestic workers:

1. Tell me a little bit about yourself and your life. (e.g. marital status, children, where your home is, level of education).
2. What are the aspects about your work that you enjoy?
3. What are the aspects about your work that you don't enjoy?
4. What could be done to make your work experience more enjoyable?
5. Is there anything else that you would like to add about your life as a domestic worker?

APPENDIX D

INTERVIEW SCHEDULE FOR EMPLOYERS OF DOMESTIC WORKERS

The following interview schedule was used to interview employers of domestic workers:

1. Tell me a little bit about yourself and your life. (e.g. marital status, children, employment, level of education)
2. What aspects of domestic work do you think domestic workers find more enjoyable?
3. What aspects of domestic work do you think domestic workers find less enjoyable?
4. What could be done to make the domestic worker's work experience more enjoyable?
5. Is there anything else that you would like to add about your perceptions of life as a domestic worker?

**WRITTEN/ORAL INFORMATION FOR PARTICIPANT BEFORE INFORMED
CONSENT REQUESTED**

The following information was given to participants prior to the request for informed consent, and provided in written or oral form, dependent on the preference of the participant:

I am a student at the Nelson Mandela University. In my studies, I am trying to learn more about the work experiences of domestic workers. The aim of my study is to identify the factors that contribute to a more enjoyable work experience for domestic workers.

You will be able to help me by taking part in this interview. If at any point you decide that you don't want to take part any more then please tell me, and I will stop the interview. By taking part in this interview you are giving me permission to include the information that I get from you in my studies.

You need to be over the age of 18 years to take part in this study. Please confirm that you are over 18 years of age.

Anything that you may say in this interview will remain confidential. I will not reveal your name or any other information which may identify who you are when I write up my study or in any other articles that may be written about my study.

Do you have any questions before we start the interview?

Thank you very much for your cooperation.

APPENDIX F

INFORMED CONSENT FORM

This informed consent form was provided, read and explained to the participant and signed before commencement of the interview.

- I..... (name), agree to take part in this interview as part of a research study.
- I understand that if, at any point, I do not want to continue with the interview, that I am allowed to do so and that the interview will then be stopped.
- I have had the purpose of the study and the interview explained to me and I have had the opportunity to ask questions about the study.
- I agree that my interview will be recorded and, if necessary, my responses written down.
- I understand that all information I provide for this study will be treated as confidential and that my identity will remain anonymous.

.....
Signature of participant

.....
Date

APPENDIX G

FULL TABLE OF FINDINGS

This table provides a summary of the instances where the various themes emerged during the interviews.

Full Findings

Themes emerging from domestic worker interviews

Job Security

Siyanda:

But I don't know if she has registered me at labour (UIF).
But I will stay at my work.

Zukiswa:

Yes, we work well together but there is something that I don't understand. She didn't register me for UIF. Everybody who is working in the kitchen, I don't know, or it's my mind, I think she is supposed to register me, but I signed an agreement. She said Zukiswa, I'm not going to take your money, so I must say to her if I want her to take my money (for UIF) but I listen the other day to the radio and they said if you are a domestic worker, she is supposed to register you. Not just ask me. So that is what I don't like.

Lunga:

I am not a permanent employee. I have been working there for 5 years, I started working there September 2012, but always when I come back in January, they say this year we must go to labour, but after that they just keep quiet. Why you say we will go there because I want to live there in peace. I don't want to fight with her and I know she likes to shout. I don't want anyone to shout because I don't like to talk too much. So that is why one day if I find another job, I will tell them that I have found another job because you didn't give me a leave to stay with my family. Always I am up and down.

	<p>Zandile:</p> <p>So, I'll be happy when I sign the contract and when she registers me for UIF because both of them they don't pay UIF. If I'm sick, then I don't get paid.</p>
<p>Wages</p>	<p>Siyanda:</p> <p>She pays me R700 per week. And every year, she gives me an increase. But last year, she gave me an increase in July, but she used to give me an increase in March, but last year, it changed, I don't know why.</p> <p>Thembi:</p> <p>I'm working for different people, Monday and Wednesday with one family and Tuesday and Thursday with the other person. I really enjoy working for them. And both of them I enjoy because they are so kind and I'm happy with everything except money. Things change as time goes on and you can't complain because you are at work and you need the money and you have to do whatever you are told to. It's tough. And the other thing, its money. You know, when I started, they told me per you will earn R150. And then after 3 months, we will raise your salary. Maybe by R20 per day. But that's not happening and that's what I'm hearing most of domestic workers, that's the thing that we face because they all do the thing, your starting salary will be R2 500 then after 3 months we are going to raise the salary. But that's not happening. I'll show you an example of me, for those I'm working for wed and mon, I'm earning R140 per day. Since 2016. It's been 2 years. Because I won't complain about the others, I see that their money is too small. When I started it was R100 per day, but it didn't take a long time to raise,</p>

goes up to R120 and again to R150. And I really don't complain even with that R150 because sometimes I find their house clean, like today, I was there cleaning everything, madam do everything. I really really like her, and I don't complain with their money though it's been 3 years since I was there. But I'm not complaining, I'm happy because there is nothing much to do there. We are working together because she is a writer she is working at home and she is doing everything. Maybe sometimes, she will say "Thembi you don't have to do my bathroom, I've already done it."

Zukiswa:

Sometimes I think, like the law, they must sit down with me because I was listening to the radio about the domestic workers and about the money. They say the money must be R3 400 or R3 500 I don't know, but they didn't sit with me and say that they don't have enough money. I don't know because they are supposed to sit down with me like with my agreement, they say to me, every year, they are going to give me extra money. Last year they give me extra money in May because that is the second year of working for them. But I don't know because I am earning R3 000 now, so I think it will be R3 200. But they must sit down with me and say that they have heard about the radio or tv or newspaper that they know about the law about domestic workers but say they don't have the money, but they will give me R3 200 and they can't pay me extra. They say that they are charging me for the flat because I am sleeping in and they could be renting the flat out. The flat is for his mom. And they

	<p>didn't ask me to sleep, the reason I sleep is because I don't have money for transport and so I asked to have the room and they are helping me to rent.</p> <p>Lindelwa: I am happy with the money, no complaints.</p> <p>Lunga: I am not happy at all, it is too small. And it is not legal, but he knows that. He's working for the government in Bhisho. They think I don't know anything. But I'm just keeping quiet because I need the job. Its better because there are many people who don't find a job. So, if I complain, after that he can say ok you can go, so I just keep quiet and stay and do what I have to do.</p> <p>Bulelwa: I'm working from half past 5 in the morning to 5 o clock. And my pay is R2 500. So, it's not right, because that half past five to five 'o clock is too long. I have no money for food and I have 5 kids. R1 000 I give my kids for my sister for rent and food in Cape Town. And then R500 give my kids in Cape Town. And then R500 or R700 I give my mom for the other kids. So, me? I have no food in my home and I need money for transport.</p> <p>Zandile: I have kids, and kids cost money.</p>
Working conditions	<p>Thembi: What I hate at my job, is the time. I start my work at 08:00 to 17:00 and what I really hate is that there is nothing</p>

much to do. There are only two people there and there is nothing much to do. But I have to stay there from 8 till 5. And they are only 2 people. That's the only thing that I hate with my job, the time. Especially when I have nothing to do. But I'm not allowed to go before 5:00

Lunga:

I come from the Transkei. I am here to work as a domestic worker. I am working in Linaria Drive. My boss comes from Mthatha. Yes, they have their own house there and here we stay in Linaria. I am staying there with them. I am working there, sleep in. So, I like them but not really. I don't have proper time for work. Anytime I'm waking up at 05:30. I fetch the kids from school, the one that is in school. So, if there is June holidays, we are going there to Mthatha. No time to stay with my family. No leave. I am working 7 days a week. I wake up early and do everything. You can't do anything to help me, so it's better to have another job. But it is not easy to find a job. I am supposed to stay there. If I leave the job, where can I find another job? If I'm not working on the weekend, I would be happy. I'm not wake up at 5:30 until I am finished everything in the kitchen, I would be happy if I could start working at 7 or 7:30 and then finished at 5:00, I wouldn't mind about that. If someone is coming from outside, and they wake me up to do something, no overtime! On the weekend, I want to rest. And the holidays.

Bulelwa:

	<p>I am working 6 days a week for one family. They have 4 children, so I am working 6 days – Monday up to Saturday. I’m working from half past 5 in the morning to 5 o clock. And my pay is R2 500. So, it’s not right, because that half past five to five o clock is too long and there is no lunch, no time off. In the morning I get bread and tea, and then 12:00 bread and tea and later I get a meal or else bread.</p> <p>Zandile:</p> <p>When there are public holidays, my madam and her husband, they don’t give me time off – no double pay, they take my money, look at April – there is lots of holidays and I didn’t get paid because I didn’t go to work because of the public holidays. I should be paid because it is a public holiday. Two Mondays and two Fridays in April that were public holidays and I didn’t get paid.</p>
<p>Relationship with employer</p>	<p>Thembi:</p> <p>I really enjoy working for them. And both of them I enjoy because they are so kind and I’m happy with everything except money. They really treat me like part of the family seriously I won’t lie even if there is something they don’t like, we sit down and talk, and they are not shouting we just talking, ja. I really really like them. When the margarine is finished, I’m not feeling free when I tell her that the margarine is finished. I feel that it is her duty to check if I have margarine. She is my boss at the end of the day, so it’s not easy, it’s not that easy to talk to her every time. Sometimes I do speak, mam, this and this and this I don’t like. It depends on the situation, if there is no dishwashing soap, I feel free to talk, like if there is</p>

no cleaning stuff, because it is related to my job and I can't do my job without those things, but when things are not about my job, like my food, I think it's her duty to always check if she must buy my things

Zukiswa:

But our relationship is fine and I'm working from Monday to Friday from 06:45 – 4:15. Sometimes I go early, 3:00 and I'm full-time and I'm sleeping in. They give me food for lunch and breakfast, but supper I must do my own supper. If they say I must clean the hall, if I didn't finish, I tell them because of A, B, or C, and they don't shout at me. Because they have a 2-year-old and I am looking after her.

Lindelwa:

They are very good to me. They have helped my son go to Fort Hare University. He has passed everything but is not working. The others passed standard 10 and then they leave. I have a good relationship with my madam, everything is fine, whenever I have a problem the madam will lend me money.... My job is perfect, everything is fine. They are not staying there anymore, they are in Cape Town and P.E. a lot, they just come here sometimes but not for long. Sometimes I just work for 4 days and the madam says to go home for the weekend.

Lunga:

Before she is shouting, I tell them one day, I don't like shouting because I need the job. You know that I need the job. If I was coming to work here, you think you are

shouting at me, and looking me up and down, no, I can't work like that. She knows me, if I am angry, I tell them, so now it's better. If they did the wrong thing, I tell them, if they left the dishes there, I say take it and put it in the sink. I didn't say you must wash these dishes, I will do it myself, but don't leave them. They know me!

Bulelwa:

She doesn't listen to me. So, my mam say to me, ok, she want to tell her husband but she doesn't. But she talks nicely to me.

Zandile:

I can talk to them when things I don't like, but then they are nice people. If they don't like things, then they talk to me and they don't shout at me. They are nice but the things that I don't like, my other mam when she has me, she said that I must clean and do that and that and then I didn't sign something, there is no contract. And sometimes my other mam, she takes me to her mother's place to clean there. It was a Monday, yes, it was a Monday, she came and said to me that her friend is sick. She was worried about her friend and then says she wants to help her, she said that she wants to help her friend then I said it is good to help especially when someone is sick. I don't know that she wanted to help her friend by me, and she don't talk to me to say that she wants me to do that. Then when I go to do laundry, there is clothes inside a packet and underwear's and all the things of her friends, I was angry. Because she doesn't tell me I will do the washing and it was not her own

	<p>washing and her underwear's – and I don't know this person and I don't know what happened to her to make her sick. I was angry. But because I'm in the job and I enjoy it, I must do it.</p>
<p>Themes emerging from employer interviews</p>	
<p>Compliance with legislation</p>	<p>Barbara: UIF is important because it protects her well-being. I pay it in full and don't expect her to contribute because I can afford it better than she can. It's another way in which I can help her.</p> <p>Lynda: Obviously, they need to earn a living wage, and if there is overtime work, I think they need to be compensated for it. like when I'm working, I don't like working away from my family and putting in extra hours and not being recognized for it, so I think the overtime, they need to be compensated for that. I think they need to be a reasonable amount of time with their own families in a week. It would be hard for our domestic worker if I only let her go on a Saturday afternoon and she had to come back on a Sunday evening, for example. I don't think she would be as enthusiastic as she is.</p> <p>Kirstin: Do they know whether they are registered or not? I have spoken to Siya and she isn't registered but I have spoken to my husband and it's not an issue for us to back pay for the last 3 years because I'm not going to take 1% off her salary because it isn't going to make much of a difference to me, which is something I need to do, but we aren't</p>

	<p>planning to get rid of her any time soon. My husband and I have also considered, because UIF doesn't pay out well, they don't pay the full amount, so one of the other options was to put it into a savings account for her and after a couple of years she is welcome to take it.</p> <p>Megan:</p> <p>Yes, she is registered for UIF and is actually employed through my husband's company. I think it's a real concern for them (not to be registered for UIF) because at the bottom line there are so many looking for work, so if you don't like the working conditions, they can be shown the door because they can be easily replaced.</p>
<p>Part of the family</p>	<p>Barbara:</p> <p>With time she has become part of the family as she is in my home on a daily basis. And she became my friend, when I was going through difficulties in my relationship, I cried on her shoulder. She supported me and was there for me when I needed her.</p> <p>Lynda:</p> <p>I think she needs to be comfortable at work, she needs a comfortable uniform, warm in winter, cool in summer, decent shoes, if I was working all day on my feet cleaning a house, I would want nice takkies or crocs or something comfortable. Occasionally our domestic worker says do you have two panado for me and I have no problem with that, I also get headaches. The other thing is if the domestic worker is really ill, I don't like to send her off to walk to a clinic, if she is really ill she needs to be driven to a doctor, which I have always done for our domestic</p>

worker, but on the other hand it has literally been two or three times in the last eight years, so she certainly hasn't taken advantage of it. But if you are really ill and you don't have wheels and you couldn't get to a doctor easily, I would certainly be grateful if I was in that situation. And then the other thing is I think it is good for whoever the domestic worker is working for, they should take an interest in her family and her life. I have met all her children, I have met her mother, I often drive out to Mdantsane to drop off stuff that I have given her that she can't take on a taxi. My children have been into her little house, met her mother and I think it just sort of, if a friend was working in my home or in a business with me, I would treat her the same.

Kirstin:

What happened is we only used to have her one day a week, and she was working with my brother, well for my brother and his girlfriend and the mother-in-law. So I know for Pat, she used to get there and the fresh bread would be taken out of the kitchen and the old bread put back, and like the mother-in-law would only bad mouth Siya and it was funny because we upped her to 3 days a week because they dropped her to one day a week, and we still, to this day, and it's been like 3 years, I have nothing to complain about. So, I think for them to feel comfortable. She is very comfortable with my husband, which is a nice thing. So, if she needs money, she doesn't feel scared to ask him, if we can help, we will. Its gets to the point where last year, shame, she got to work and at about 8:15 I was leaving for work and she came

to me in a panic because she needed to rush home because her brother was sick at home and he had stopped breathing, so we rushed there and like we had gotten there too late, he had passed away. Flip, it was traumatic for me because I had to check pulse and stuff and for her, like I still, I can't get over it, but we still sent her that day R1 500 just to help her with anything that she needed, she still had to organise a funeral and stuff and she came to us and asked if she could borrow R2 000 and what happens is she has a cup in our kitchen, so when we pay her, we just put the money in the cup, so she often leaves the money there over the weekends so that it accumulates so it's like her own little bank account, and eventually she had accumulated that R2 000 to pay my husband back. And it was just we don't need it, she needed it more, so I think that aspect of them feeling confident enough and not ashamed to ask you for any help. Even when it comes to her health, because she has had TB, she does sometimes get a sore leg quite often and we take her to our GP because they are going to go to the clinic and get given a panado so I think she just feels really appreciated because we can afford to take her, we can't afford to take her every time but when we can we take her because she is going to get better healthcare and treated better than if she goes to the clinic. She is so grateful and she just, I think, she is happy, she is really happy and to be working pretty much for one family and not have to worry about jobs and days that she doesn't have work. I love Patricia, I love her to bits. Try living without that woman for a week and you'll see, they are a part of the family and it's a lot of work.

I've tried to clean the house. No! it's not possible, so just, they are not nothing. They need to get treated well.

I am pregnant with my first child and she is very excited, sometimes I stay late during the week before I go to work and she always wants to see the belly and how its grown and then in the black culture you are not allowed to be barefoot, so she makes sure I'm always wearing shoes, so she is very much a part of the family.

Megan:

The part of her job that my domestic worker enjoys is definitely looking after my kids. She is part of our family. I just feel that our maid is a part of our family and home, if we eat steak for supper, she eats steak for supper, because she works physically all day, more than me, and she cooks the food, and she cooks like a dream, she cooks exceptionally well and I have never sent her on a cooking course. She has just learned by herself and she cooks moussaka, you name it, but I do think she'd like a night off every now again. They are important, they are not really looked after for the long term, it is really worrying me, and I need to not worry about it but do something about. What she doesn't enjoy is I think for her, she was employed to work every second weekend because I had small kids, so I needed her to work every second weekend, and that is something now, she still does, my son finishes school at the end of this year, so from next year she can have every weekend off. That is something, I know she would like to have every weekend

off to go home to see her family. I do often let her go on a Sunday morning because we don't need her.

Donne:

She brought up both my children and I trained her up to do all the boring things like to play torty and snap, pick up sticks, you name it and back in those days cleanliness and domestic duties as far as cleaning was concerned really took a back step, I was also studying, so I would go away for a week to two weeks at a time to Zululand, and she would literally move into the house, she'd stay with Emma in her room and Hannah would be with my husband and she did, she brought up my children. Now that we are both older, as I have said, we have lightened her load, so many of our friends have wanted her and ja, just seen how she is, she is brilliant.

Tracy:

We work together, and I rely on her so heavily, I don't have to worry about my child when I'm not at home, you know the child gets home from school and she just takes away all that stress from me. My husband always says, as long as Anita is happy, whatever happens make her happy. And because we work so well together, we've helped her daughter with university and we helped her mom when she was sick, we've put in a water tank at her home. So, we have been able to help her, and I am really proud and happy that she has a much better life, not because of what we have given her, but because of how Anita works, and we just try to help her and reward her

	<p>for her good work, it's a partnership and everyone has benefited so much.</p>
<p>Respect</p>	<p>Lynda: I think, you know often kids can be quite rude to domestic workers and I have to remind my children daily to greet her, give her a hug, say good night, thank her if she does something for them. Well anyone in the home though, both adults and children need to treat her with respect. Which I guess is also a basic human requirement.</p> <p>Kirstin: I don't want to be treated by my boss, whether he is black or white, it's not a color thing, I won't want to be treated by my superior as nothing. If I'm appreciated at work and paid a decent salary and get lee-way in things, as an employer, I want to treat my employee the same way, where as some people see it as just a maid.</p> <p>Tracy: I think people need to wake up, especially in this country and realize that we are not entitled to have people clean up after us and tidy up after us just because we pay well. Domestic workers, I think half the time, are not doing it because they enjoy the job, it's because it's their only option. Even if they are educated, there is no jobs, there is no option, so either I do this and smile at you while I think that you are a dirty pig or else, I can't feed my kids. I think that is such a powerless like a horrible power to have over someone where you literally just have to take their nonsense because they have no option. So, I think</p>

	<p>that people need to learn to respect other people, and it's not just towards domestic workers, its then also respect for everyone. And how do you teach that? Teaching our kids to respect the people who are looking after them, it will start there. People our age don't have respect for domestic workers.</p>
<p>Retirement Planning</p>	<p>Megan:</p> <p>What I am concerned about for her, and I must tell you very honestly that I haven't done anything about it, but I have been thinking about it for a couple of months now, is I need to have some kind of a policy or pension for her, because what becomes of her when she finishes working? She can't work forever, and I can see with the other day, she was walking up the steps at the back door helping me carry the groceries in and she stopped and I asked what was wrong and she said that her hip was a bit sore, so I know what that's like because I had a very sore hip in December and she is a little bit older than me and she can't work forever and some of the work is physical, climbing a ladder, so then what happens? The government pension is pathetic, she can't live on that. I just don't know how, do I put a lump sum in. My maid is quite well off in that she owns two houses, the one they live in and the one that was also her moms, so she kind of owns two houses but you still have to be able to eat and maintain those houses, so without a salary and these two grandchildren are little, they are going to be dependent on her forever. The one is with her and the other is with the dad. So that's something I really need to get sorted out for her. We have helped her out over</p>

the years, like the funeral for her daughter and furniture that we have gotten rid of, she can have it and if she doesn't the gardener gets it, but you know that doesn't put food in your stomach.

Donne:

The one thing I probably should have done was taken out a policy for her, but you know, I have said to my daughters that when they start earning, they are going to take out a debit order on to her account and that will be a payback for all of the years that she has cared for them, and they are both in agreement, they will be earning well because we have made their educational path, so ja. But ja, I should have taken a policy out.

Tracy:

We have taken out a pension policy and we pay for her to have medical aid, we really want to look after her because of how well she looks after us. And when she is older, we want her to be able to live comfortably.