

Exploring Domestic helper as A Psychological Stressor and Domestic Female Employers as a Victim of Exploitation: A Phenomenological Study

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Abstract

The present study aimed to explore the factors related to experiences of exploitation as a stressor, appointed domestic helper, patterns of exploitation, demands, psycho-emotional tactics, and level of awareness regarding the rights of domestic helpers among working and nonworking domestic employer females. To explore the subjective lived experiences of the research participants regarding domestic helpers, a phenomenological research design was used. Based on purposive sampling methods, 20 female employers in Islamabad and Rawalpindi were selected to participate in the semi-structured interview protocol to explore their subjective lived experiences regarding domestic helpers. After the data was collected, the participants' responses were analyzed considering the thematic analysis scheme. There were six main themes were derived, qualities in domestic helpers, emotional distress due to the dispute and crime, threats about quitting the job, prevention to resolve psychological and emotional tactics, preventive measures to be taken while hiring, and legal rights of domestic helpers. The finding of this study will help the psychologist counselor, social workers, and policymakers' makers of domestic helpers be aware of their manipulation tactics.

Keywords: *domestic helper, psychological stressor, employer working and non-working.*

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Introduction and Literature Review

Domestic help date back two centuries transforming over the ages in the early ages the job of the domestic worker was assigned to the racially stereotyped community which colonial unit and postcolonial societies imposed on people belonging to a particular stereotyped race (Social history portal, 2013). The term “domestic helper” refers to a person who works with an employer’s household. This term applies to the equivalent occupational categories but, there are broadly two major categories of domestic helper live-in and live-out. The major difference between both categories is that live out, the domestic helper does not stay for twenty-four hours, and they do not reside add their employer's house (domestic worker, 2020). The term “employer” refers to the authority figure who employs potential people for certain types of jobs and pays them for their labor. The condition of employment is decided by the employer and the employee is it responsible for providing any compensation that is a mutual contract with an employee. The task of maintaining labor laws and begin accountable for working conditions is also the responsibility (Jain & Mishra, 2018). Domestic helper has become a central part of

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life, in the modern era as no household operates without them. According to an estimate, every fourth household has hired a domestic worker (Domestic Workers Pakistan Act, 2019). The domestic job came out to be a cause of stress in most working females. According to a study, inequality in the division of domestic work among couples causes females to become distressed (Welsh, 2012).

Having a poor domestic helper can cause you to feel frustrated and even enraged. There is usually an explanation for why she/he does not clean the house thoroughly as you would like. There are many forms of dishonesty, including when your housekeeper steals from you or tells you falsehoods. Additionally, your domestic helper may not understand your regulations or have a cultural difference, so dishonesty and abuse of trust are not the only factors involved. It may be considered disrespectful to disagree and inquire in certain cultures. Some items may seem out of place or have been moved around the house, which can lead to suspicion and doubt about your domestic assistant's integrity (HelperChoice, 2020).

Moreover, domestic helper that involves household chores, in the modern era needs to be done by a domestic helper. Though domestic help is looked down upon, the domestic helper has now become an inseparable part of urban households where people have long working hours due to which they cannot manage their houses the way their ancestors did in past (Fauve, 2004). Many employers rely on domestic helpers to handle their household chores, but not all of them are effective and efficient. You can find good maids and helpers through online sites as well if you're looking for experienced workers (HelperChoice, 2020). Life satisfaction and psychological well-being are intertwined in a way that the quality of one factor affects the performance of the other one. The research evidence strongly suggests that people who scored lower on the scale of psychological well-being also had lower life satisfaction whereas, people who scored high on psychological well-being had higher life satisfaction (Lombardo *et al.*, 2018).

However, in Pakistan, only elites afford to keep a Philipino domestic help, usually for the purpose of raising children, usually when both the parents are working, or they feel the requirement for a nanny. The apparent reported reason for keeping a Philipino Nannie is the factor that they are well educated, literate and they are good at teaching manners to children. Secondly, they are considered more hygienic than the local maids. In addition to this, they are observed as more responsible, reliable, and sincere than other local maids who have lame excuses to make. Above all, Filipino maids are adaptable, and they quickly learn the dynamics of a family. Therefore they are preferred over other local maids. Due to the rising trend of foreign maids, the local ones have started feeling invidious towards Filipino maids, as they are paid higher and have proper residence inside the house. This creates conflict between the local domestic employee and the employer (Majid, 2015).

In countries like Pakistan, which are still developing and a place where the increasing population is causing poverty, the lower class of society suffers the most to make ends meet. In the lower strata of society, all adults are bound to earn bread for the family and in extreme cases, the children of the family get employed too. This socioeconomic class difference divides them into different localities such as villages being attached to the main cities in any city for the lower economical class and residents in areas for the upper economical class. The poor ones of society sometimes don't even get access to the necessities of life (Subohi, 2006).

Beside this, the segregation among classes occur due to the socioeconomic status and these differences among classes are not only confined with the type of job one holds in society rather the difference also arises when both classes interact personally. Level of education also plays an important role in the type of employment one holds (Bhutto, 2017).

However despite of this socioeconomic class difference, in today's world, domestic helpers hold significant importance as almost no household functions without them. Apart from the exploitation domestic helpers face in urban areas, such as long working hours, less salary,

uncomfortable working environment, and much more, they are also no less in causing distress to their employers (Nazir, 2011). Though they are employed to provide comfort to employers and distribute their burden of household responsibilities. Everyone has their own subjective experience of enduring stress and similarly everyone deals differently with it. In this scenario of dealing with domestic workers, work-related stress may worsen the levels of stress of an employer, if no effective intervention is made (Manfredi et al., 2022).

Rationale of the study

Domestic helpers are the most important support in households nowadays, especially for working females. In many households employed domestic helpers for help in domestic work nowadays in Pakistan. The significance of the current study is to understand the relationship dynamics of domestic helpers and employers' households. The employers' household indicates psychological distress while dealing with domestic helpers. It is also an important element to explore the different strategies of exploitation that become the reason for psychological stressors. The relationship dynamics between domestic helper and employer is emotional suffering related to stressors and demands that are difficult to deal with in daily life (Arvidsdotter et al., 2015). Psychological distress compresses a broad range of moods, sadness, fear, anger, annoyance, regret, and displeasure which eventually cause certain common psychological disorders. Once understand the need for domestic helpers, but when they become an element of a psychological stressor for domestic female household employers and getting exploitation in a different way. It is significant to explore the multiple tactics of exploitation used by the domestic helper. The current study would be helpful for policymakers to understand the mental state of domestic helpers and give knowledge to household employers while selecting domestic helpers. With the help of the current study quality of the domestic helper will identify and it is also important to improve the behaviors of the domestic helper. The motivation for the current study is to explore the scientific causes of exploitation and due to exploitation how household employers suffered. This study explores the connection of why and how people get blackmailed despite knowing that they are being cheated. It further studies in any manner the vicious Cycle of crimes prevails in our society. Unfortunately, we do have domestic law for them, but no one addresses the problems faced by the employer. The first bill for domestic helpers was passed in 2013 in Pakistan, under the category of employment rights. This research also enlightens us about how to prevent exploitation.

Objectives

The objectives of current study were, firstly, to explore qualities and prevented measure while appointed domestic helper. Secondly, was to explore the patterns of exploitations and demands by domestic helper. Thirdly, was to explore what psycho-emotional tactics used by domestic helper to influence domestic employer. Fourthly, was to explore the level of awareness regarding the rights of domestic helper among working and non-working domestic employer females.

Method

A qualitative design has been used in this study to gather qualitative evidence via semi-structured interviews to investigate the concrete basis of the research questions. A phenomenological qualitative research design involves identifying characteristics of phenomena that can be analyzed thematically. It is an in-depth look at examining a particular phenomenon, in which the researcher investigates all the details of the subject.

Research Design

Qualitative research allows the researcher to analyze lived encounters through semi-structured meetings and interviews with students. This type of design is chosen based on its flexibility which allows for more freedom during the interview to investigate the truth and essence of others' experiences. Qualitative research methods focus on how people perceive a

phenomenon rather than how it exists. Phenomenological research includes long in-depth and open-ended interviews with subjects. Participants have been able to share their lived experience.

A phenomenological research design was chosen to explore the lived experience of, how what, and why people suffer and distress because of their domestic helper. The purpose of qualitative research is to describe how people lived experiences about certain phenomena.

Sample

The sample was purposively selected and included experienced females that employed domestic helpers and were declassified into working and non-working employers. A total of 20 people participated in the study, ten of whom were working and ten of whom were not. The age range of the female sample was 30-55 years old. The female sample had experience working with domestic helpers of different ethnicities for a period of 10 to 25 years. A semi-structured one-on-one interview was conducted. The data collection continued until saturation was reached.

Instrument

An instrument consisting of open-ended questions and a semi-structured interview protocol in the Urdu language was used to investigate the objectives of the study. In the semi-structured interview, three demographic characteristics questions were asked, including professional status and years of domestic work. In addition to these factors, the semi-structured interview protocol was based on previous literature, which met the objectives. A semi-structured interview is effective because it encourages communication between both research participants and the researcher since it uses a casual tone of communication that the participants perceive as being easy and authentic.

Procedure

First, the literature about domestic helpers was viewed in detail, and factors were identified. According to the literature review, semi-structured interview guidelines were developed based on research objectives and factors. Research data was collected through one-to-one interviews. A thirty-minute interview was conducted with each participant. As a requirement of ethical consideration, the participants signed the consent form. Each participant's interview was recorded using smartphone app recorders with permission from the researcher. Urdu was chosen as the language of the interview protocol because it is the national language of Pakistan. Participants' identities were kept anonymous. A total of 10 participants were interviewed, of whom five were working and five were non-working female employers managing domestic workers. Research objectives were met using the Purposive Sampling technique. An analysis scheme for thematic analysis was implemented to generate themes based on the transcripts of each interview.

Ethical Consideration

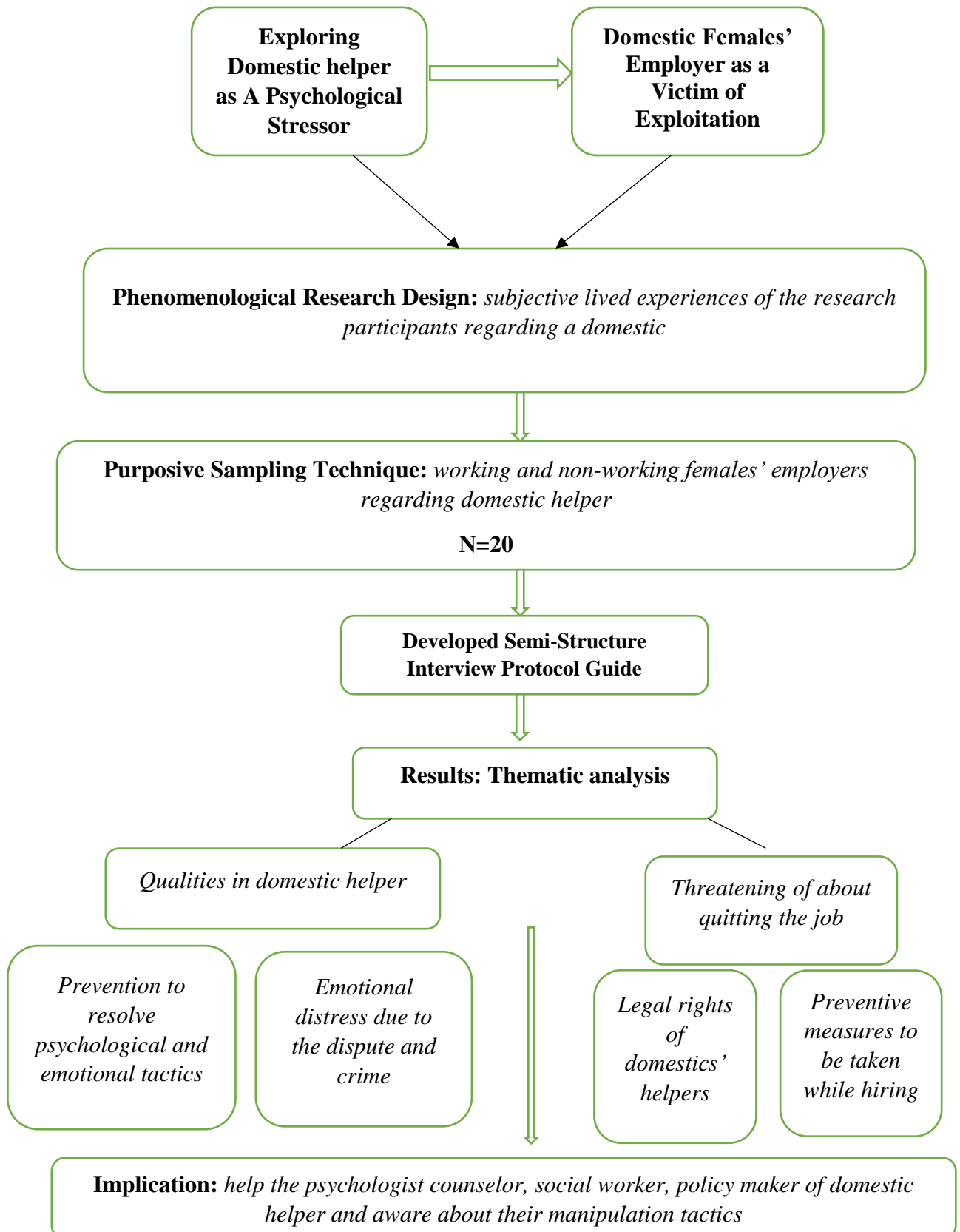
In the current study, the APA ethics for research have been considered. The participants were informed about the purpose and aim of the research before they gave their informed consent. Secondly, the researcher has taken consent to record their voice for later analysis, based on the ethical consideration of confidentiality. Additionally, the identity of the research participant has been kept confidential in current study.

Data Analysis

The flexibility of the thematic analysis is its main benefit and advantage. In the qualitative study, theme analysis identifies and interprets outlines of meaning in qualitative data. It is important that the theme chosen captures something important and imperative about the data according to the question (Braun & Clarke, 2022). As a psychological stressor, this approach was useful in exploring the objectives of the study, which were related to the

experiences of domestic employers and domestic helpers being exploited. In accordance with the objectives, this method allows for the generation of themes in responses in terms of codes.

Conceptual Framework of the Study



Findings

In this result, the collected data has been analyzed to fulfill the study's requirements. According to the objectives, this study's results are evaluated. Eight main themes were identified: domestic helpers' psychological and emotional distress, financial distress, sexual preferences, trust crime, and awareness of prevention measures. As a result, the results of this study have been deduced using thematic analysis, and themes have been developed to grasp the essence of the study.

Table 1

Frequencies and Percentages of Demographic Characteristics of the non-working Sample (N=10)

<i>Age range (years)</i>	<i>Age Non-working women f(%) N=10</i>	<i>Years Range of experiences</i>	<i>Nos of years have domestic worker f(%)</i>
35	1(10%)	10	1(10%)
40	1(10%)	12	2(20%)
42	1(10%)	15	2(20%)
45	1(10%)	16	1(10%)
47	2(20%)	17	2(20%)
50	1(10%)	20	2(20%)
52	2(20%)		
55	1(10%)		

According to Table 1 show frequencies and percentages of the sample includes the ages and the number of years they have had a domestic worker at home among females who are non-working and have domestic helpers at home. Most of the samples have had domestic workers and dealt with domestic helpers for more than 10 years.

Table 2

Frequencies and Percentages of Demographic Characteristics of the Working Sample (N=10)

<i>Age range (years)</i>	<i>Age Working women f(%) N=10</i>	<i>Years Range of experiences</i>	<i>Nos of years have domestic worker f(%)</i>
35	1(10%)	10	3(30%)
37	1(10%)	12	4(40%)
40	2(20%)	13	1(10%)
42	2(20%)	15	2(20%)
43	1(10%)		
45	2(20%)		
47	1(10%)		

According to Table 2 show frequencies and percentages of the sample includes the ages and the number of years they have had a domestic worker at home among females who are working and have domestic helpers at home. Most of the samples have had domestic workers and dealt with domestic helpers for more than 10 years.

Table 3*Thematic findings of participant's responses about the qualities of domestic helpers (N=10)*

Major Theme	Sub theme	Responses in term of codes	Verbatim	
			Working	Non-working
Qualities in a domestic helper	Required qualities in domestic workers	Honesty	<i>Domestic helper should not be liars and dishonest</i>	<i>They should be honest with their work</i>
		Loyalty/ Trustworthiness	<i>They should be Trustworthy and show loyalty to their employers because are take care of them too.</i>	<i>The most important is loyalty</i>
		Good Personal Hygiene		<i>Domestic helper should care of personal hygiene then they are able to work at home</i>
		Even tempered		<i>Domestic helper should not be short tempered.</i>

Table 3 determines the major theme of “qualities of a domestic helper”. Working and non-working employer females responded with the few qualities they believe their domestic helper must possess. Qualities are loyalty, trustworthiness, and personal hygiene, as a code in terms of responses.

Table 4*Thematic findings of participant's responses about Emotional distress due to the dispute and crime of domestic helper (N=20)*

Major Theme	Sub theme	Responses in term of codes	Verbatim	
			Working	Non-working
Emotional distress due to the dispute and crime of domestic helper	Levels of distress	aggressive	<i>Aggressive creating problem in home</i>	<i>They are creating lot of problems and if they commit any crime then they can in my home too.</i>

Terrified	<i>Thora bohat too hota hai zahir hai app thora bohat too feel kerty hain baqi app unhe tasalii hee dee skty hain. Thora bohat asar too hota hai.</i>	<i>Nai itni too nai pareshan hoti kyun k mujhe pata hai ke ye kaam aksar ho jaty hain.</i>
sorrow	<i>Nai mujhe kisi ka kiya lena dena ji woo apny ghar mei hum apny ghar mei.</i>	<i>Nai mei bilkul pareshan nai hoti kyun mera mery mulazim k sath aisa bond hai ke mujhe pata hai uss ka</i>

Table 4 shows “emotional distress due to the dispute and crime of domestic helper as a major theme of the participants gave different responses to this question such as being aggressive (a state of being aggressive), terrified (demonstrates the fear of experiencing the same loss), sorrow (feeling someone’s pain due to the loss or distress they endured at the hands of domestic helper), the severity of the crime and ethical values.

Table 5

Thematic findings of participant’s responses about Threatening of domestic helper about quitting the job (N=20)

Major Theme	Sub theme	Responses in term of codes	Verbatim	
			Working	Non-working
Threatening of domestic helper about quitting the job	Tactics of distress	Stress	<i>Zahir hai phir mei tension mei aati honn kyun k pareshani hoti hai k aur koi nai mily gi kaam wali</i>	<i>Mujhe bohat tension hoti hai k mujhe kerna pary ga sab kuch</i>
		Psychological tension	<i>Psychological tension bohat mili thi mujhe jab aik Christian family ki larkion ne meri family me laraian dalwayi thi.</i>	<i>Zahir hai app thora sa disturbed too feel kerty ho</i>
		Robberies	<i>Cheezien bohat chori ki office waly ghar mei jaise purse mei paisy pary hain 10,000 too uss mei se 2 nikaly gi aur kai dafa paisy rakhy aur wo kam hoty too</i>	<i>shaadi se pehle mere ami k ghar 75 tolyy sona para hua tha woo chori hua tha aur choti choti cheezien too chori hoti rehti hain”.</i>

replacement	<i>replacing the current domestic workers with the new one, also about finding new workers</i>
greediness	<i>salary to get increased and when the employer refuses, so the threat their employer about quitting the job</i>

Table 5 shows the major theme of “threatening of domestic helper about quitting the job”. Nonworking and working household employers responded with the type of problems they are confronted with such as aggression, replacement, psychological tension, robberies, and greediness as code responses.

Table 6

Thematic findings of participant’s responses about Prevention to resolve psychological and emotional tactics of domestic helpers (N=20)

Major Theme	Sub theme	Responses in term of codes	Verbatim	
			Working	Non-working
Prevention to resolve psychological and emotional tactics	Psychological preventions	Analyze what they say	<i>an employer must carefully evaluate what their domestic worker say, so that they do not get fooled</i>	<i>Unn ki baton ko sunien k woo kiya kehty hain</i>
		Limited conversation	<i>keep the conversation with the domestic worker limited so that they may not get misled by their domestic workers</i>	
	Emotional Preventions	Mentoring		<i>Ager koi baat Unn ke sath kabhi emotionally connect na kerien</i>
		Do not develop any emotional attachment	<i>should not develop any emotional attachment with their domestic workers, as they start to exploit them</i>	

Table 6 shows Prevention to resolve psychological and emotional tactics of domestic workers' major theme of “preventions that should be taken to resolve psychological and emotional tactics of domestic workers”. Nonworking and working

household females described the type of prevention measures after hiring a domestic helper.

Table 7

Thematic findings of participant's responses about Prevention to measures to be taken while hiring domestic helpers (N=20)

Major Theme	Responses in term of codes	Verbatim	
		Working	Non-Working
Preventive measures to be taken while hiring domestic helpers	Get them registered at nearest police station	<i>copy of CNIC must be taken from domestic workers before employing the domestic worker), check police record</i>	
	Keep them with the help of reliable reference	<i>Kisi ka reference hoo, woo too must hai k koi app k janny wale hoo jaise kkoii reference hoo</i>	<i>Dekhna chahiye k kisi trustworthy source se aaye hain ya nai</i>
	Information and interview	<i>employment that before keeping the domestic workers, the employer should interview the domestic worker in detail</i>	<i>Han poochy gyy</i>
	self-hygiene and using of drugs	<i>self-hygiene and using of drugs of the domestic worker should be checked before employment and take information about previous employers</i>	

Table 7 major theme of “precautionary measures that should be taken before employing domestic workers”. Nonworking and working household females described the precautionary measures that should be taken before employing domestic helpers. The responses in the term of codes are: Get them registered at the nearest police station, keep them with the help of reliable references, self-hygiene and using of drugs and information and interview with verbatim.

Table 8

Thematic findings of participant's responses about Legal rights of domestic's helpers domestic workers (N=20)

Major Theme	Responses in term of codes	Verbatim	
		Working	Non-Working
Legal rights of domestics' helpers	familiarity with the rights of domestic workers	<i>Yes, I have bit knowledge about rights</i>	<i>Han mei waqif hoon na hoon , they make sure ke woo mujhe</i>

appropriate age	<i>Not Less than 18 years</i>	<i>bataty rehty hain 18 saal sa kam nai hona chaya</i>
Weekly holidays and festival or public holidays.	<i>Eid per chuti honi chahia</i>	<i>Weekly chuti hoti ha</i>

Table 8 shows the legal rights of domestic workers as a major team and familiar with the rights of domestic helpers, appropriate age and weekly holidays, and the festivals and public holidays as a response in terms of codes.

Discussion

The current research study was based on the objectives which including to explore prevented measures while appointing domestic helpers, the patterns of exploitations and demands, identifying the psycho-emotional tactics used by domestic workers to influence domestic employers and the level of awareness regarding the rights of domestic workers among working and non-working domestic employer females.

The first objective of the study focused explore prevented measures while appointing domestic helpers. The precautionary measures that are to be taken while hiring domestic helper. Fortunately, household females were aware of the precautionary measures, and they responded as follows,

Participant Y responded, “*Uss ka family background app ko pata hona chahiye kis ghar se hai kis ilaqy se hai, us ski wahan ki kia reputation hai, uss ke bachy kitny hain uss ka ID card hai ya ager woo unmarried hai too uss k parents kaise hain aik too ye sara kuch pata hona chahiye aur jahan per woo pehle kaam kerta raha hai wahan per uss ny kis basis per nokri chori aur ager unho nyy uss ko farigh kia too kis basis pe kia, I think ye ap ko pata hona chahiye*”.

Another participant Z responded, “*Normally too joo koi bhi aata hai app ko baat cheet krny se samjh aa jati hai, ID card ki photocopy zroor rakhty hain aur ager ho saaky too thanon mei check bhi krwa saky hain aur interview se maximum jitni tasli ho ssaky wo ker lety hain ye dekhty hain k kahin koi case too nai hai iss k upar. Iss se ziada aur kuch nai ker skty inn ki koi guarantee nai mil skti kyun k inn ka koi record nai milta. Its more like a hit and trial wali theory k theek hai too sai hai werna chala jaye ga*”.

Due to the increasing crime rate, the police and security forces urge the citizens to get their domestic workers verified from the nearest police station and take every possible preventive measure before employing any domestic worker (Srivastava, 2011).

The second objective of the study accounted to examine the patterns of exploitations and demands used by domestic helpers. Various questions examined the aspect of “exploitations” in interaction with a domestic helper, such as the first most responded answer about this was, that females feel exploited when the male/female domestic helpers blackmailed them about quitting their job, when they get more good offers. Both working and non-working research participants responded that they felt exploited when their domestic helpers exploited them about leaving their job. In response be a nonworking participant,

Participant X responded, Mujhe ye baat pareshaan kerti hai k kaam kon kary ga, replacement ki tension hoti hai.

Another participant Y responded, Zahir hai phir mei tension mei aati honn kyun k pareshani hoti hai k aur koi nai mily gi kaam wali

Working participants described more stressful experiences, as they had long hours of job along with the family to be looked after and they described as,

Jis waqt mei Ph.D ker rahi thi uss waqt joo mere domestic help thi uss ny jab mujh se kaha k jee hum jaa rahien hain aur ham rehna nai chahty too literally mei phot phot k rona shuru ho gai thi. Around back in 2013 ki baat hai too mei baqaida hichkiyan lee lee k roi thi ke mei ye sab cheezien nai abb ker skti akely k mere abb itni energy nai rahi k mei ye sari cheezien akeli sambhalon gi.

Domestic helpers not only pose exploitation to their employer but also are difficult to handle and retain. There are various issues confronted by an employer and one feels threatened when domestic helpers come up with such issues (HelperPlace, 2017). Domestic helpers often talk back, eavesdrop, spy, and use various other tactics to keep an eye on their employer's activity details (Amador, 2015).

The third objective of the study identified the psycho-emotional tactics used by domestic helpers to influence domestic employers. It convoluted exploitation of household females by targeting their weak emotions, showing misery, pretending helplessness, narrating various health issues, and telling financial tension associated with being poor. The goal of these tactics employed was to cash on the employer's kindness. Both non-working and working participants validated the existence of such tactics and manipulations. The non-working household females responded as,

"Jab mulazim psyche samjh jata hai na k ye banda kis bary mei touchy hai, k ye kis trha black mail ho skta hai too chalo abb iss ko issi mamly mei cash kera loo. Ye ziada humari psychology ko behter samjhty hain k sometimes aise baat kerien gy k Allah maaf se sab kuch inn pe lota de".

The working household females described the ways in which the domestic helpers try to manipulate them emotionally and psychologically to gain benefits. They responded as, Participant X responded as, *"Bilkul, kerty hain aksar dramas kerty hain sympathies lenay k liye, obviously kerty hain good books mei rehny k liye, apnay app ko aacha sabit kerny k liye. Aur ye bohat manipulate kerty hain iss class k pass ye gurr itna ziada hai na jis ki koi had nai".*

Participant Y responded as, *"Ye har waqt apni kahaniyan rona dhona, pata hota hai doosry ke dil ka inn ko pata hota hai agla bnda naram dil hai too uss ko mei nyy kistrha cash kerna hai. Yee saryy kaam walion ka aisa hai, jis trha maangny waly ker rahi hoti hain uss trha ye bhi uss trha ker rahi hti hain".*

In agreement to the above-mentioned tactics, research studies confirm that these tactics are the outcome of the systems of the current labor market, which is known for its social inequality, less flexibility, increased workload, and fewer social benefits (Uhde, 2016).

Sometimes the requirement of keeping domestic helpers ends with serious consequences such as theft, blackmailing, robberies, murders, emotional and psychological manipulations, health issues, and much more. The second most common response among these complains was about theft and participants from both categories responded as,

Participant X responded as, *"Maali pareshanian bhi aai hain chori ki surat mei, aik too shaadi se pehle mere ami k ghar 75 tolyy sona para hua tha woo chori hua tha aur choti choti cheezien too chori hoti rehti hain".*

Participant Y responded as, *"Safai wali mere pass doo maa betiyan aati thi aur jo ghar mei 24/7 thi woo alag thi too mei bohat hee pyara ARY ka start hua tha Dubai mei too mei wahan se pendent lai thi, woo nikaly hoty thy lekin pata chala k cheezien chori ho rahi hain too thora khayal kiya lekin woo kahan manti hai".*

Domestic helpers are the ones who are aware of the monetary locations in the house, and they get most involved in robbing the house. Such gangs are employed in form of domestic helpers, and they work systematically, after being employed for some time, they gain

the trust of their employers and then they wait for the perfect opportunity to execute a crime (News, 2019).

The third most common response was about the crimes committed by domestic helpers that were life-threatening and took several lives. All female households agreed to the fact that domestic helpers are the secret keepers of the house in the sense that, they are aware of each detail of the house. It's easier for them to get involved in any such activity and usually, they are the ones that cause such crimes. The domestic employer responded as,

Participant Z responded as, "*Mangla mei aik case hua tha k major sb duty k liye gaye thy peechy se unn ki family akeli thi too batman nyy peachy se sui gas ka pipe kata aur jab pooray ghar mei gas bhar gai too, too aik bacha gate tak bhaag gaya. Phir batman nyy sab k galyy kaat k unn ko aik kamry mei band ker k pooray ghar ko aag laga dee*".

Moreover, according to an estimate, more than 60 % of crimes occur due to domestic workers that function as informers to the gangs. Domestic helpers are engaged in heinous crimes that take place in houses and it includes murders, kidnapping, robberies, and much more (Nangiana, 2013).

In Hong Kong, some domestic helpers lie about their employment papers and criminal history. It is possible that they may use false references on their behalf. In order to appear to be someone else, they may claim to be their previous employers and commit fraud by posing as someone else. Additionally, they may deceive and misrepresent on several counts, so family members cannot be trusted (HelperPlace, 2020).

The fourth objective of the study focused on examining the level of awareness regarding the rights of domestic helpers among working and non-working domestic employer females. The knowledge about domestic helpers' rights in the light of the constitution among the domestic employer females. Unfortunately, there was to very less awareness about the rights of domestic helpers. The working and non-working household females responded as following respectively,

Participant X responded as, "*Han mei waqif hoon na hoon , they make sure ke woo mujhe bataty rehty hain, aik too woo apni pay daily wages ke hisaab se bataty hain ke humari itni honi chahiye aur phir uss k baad unn ki chutiyaon ka hisaab hota hai, official chutiyaon ka hisaab jaise 14 august, 23 march aur ye sab. Domestic violence joo hai jaise app unn ko hit nai ker skty aur mahiny mei unn ko 4 chutian jo hai wo deni hain*".

Another participant Y responded as, "*Actually no, lekin abb jo country k laws hain woo too abb nai pata han lekin itna too mujhe pata hai k marna nai hota aur na hee zzulam kerna hota hai, nainsafi nai kerni hoti , pay unn ki puri deni hoti hai aur ye cheezien pata hain written laws mei ne kabhi nai parhy*".

As a major theme the qualities in a domestic helper with identified through the responses as a Good Personal Hygiene. As working participant explained in verbatim: "*Domestic helper should care of personal hygiene then they are able to work at home*". Before the domestic helper start their work at home, with the day's tasks, employers should set down hygiene rules when they have bad body odor or have poor hygiene. The domestic helper should be appropriate cleanliness is also very significant particularly they spend time with children or take care of some elders (Helper Place, 2020). While hiring domestic workers, it is important to take the precautions that hiring domestic help substantially improves family well-being, and simplifies the complexity of family life, this may have been overly optimistic (Cheung & Lui, 2016). The rights of domestic helpers are being ensured through its implementation under, "The Punjab Government act 2019". Various NGOs are taking steps to create awareness among the public regarding the rights of domestic workers. The government is playing its part by beginning a depth electronic media awareness campaign about domestic workers' rights (Reporter, 2019). The empirical conclusions derived from research studies

indicate that revenge-seeking is associated with physically aggressive people, whose revengeful acts are accomplished with proper planning to inflict harm on to the person they intend to avenge (Chester & DeWall, 2017). It incorporates multiple aspects to a phenomenon that occurs with the compulsion of keeping domestic workers. Some household females are employed and cannot look after the house others have their own commitments or health issues that make them keep a domestic worker (Jain & Mishra, 2018).

Conclusion

The current study is aimed to explore the factors related to the experiences of exploitation of domestic employers and domestic helpers as a psychological stressor. It has been found that most of the household work and nonworking females experience distress while dealing with domestic helpers on daily basis. Domestic helpers use various tactics against their employers, regardless of how generous and kind the employer behaves towards domestic helpers. The crimes that are considered miniature pose serious threats to the employer's well-being and reputation, such as the invasion of privacy causing disputes among the relatives and family members.

Domestic helper has their own unique characteristics that distinguish it from other, for instance, a driver is specialized to drive a car, and the person may not be able to fit in the role of a babysitter. Similarly, each type of service requires a specific set of skills and is preferred to be performed by a specific gender. Females are preferred for the job of babysitting as they have motherly instincts and are more, affectionate, and considerate towards the need of a child. The emotional blackmailing technique that takes place by playing victim, allows the domestic helpers to gain maximum monetary advantages along with the sympathies that make a domestic worker stay in the good books of the employer. Psychological manipulations after shirking and committing crimes go side by side and cause distress for employers. Therefore all these manipulations lead the employer to develop anxiety, depression, and stress that further leads to changes in mood such as irritability and aggression.

Apart from the tactics employed by domestic helpers, this study also examined the pattern of exploitation that domestic helpers use to exploit their employers and the factors that make us dependent on domestic helpers. It was studied that the major shift in lifestyle has made us more dependent on them, as nowadays people also face various health issues and if not because of health our busy lifestyle and socialization has made it a compulsion to keep domestic helpers.

Along with this, the problems related to the interaction between female households and male domestic helpers were also phenomenologically analyzed. It was found that sexual and gender-based differences exist, which makes it difficult to keep male domestic helpers inside the premises of the house, in addition to this, the interaction between female households and the male domestic worker is influenced by religious and cultural factors such as "purdah" (the act of covering oneself properly and lowering one's gaze in front of the opposite gender), limited communication and above all, this is perceived that conforming to these gender roles makes a female less vulnerable to sexual harassment. Sexual harassment, insecurity, and discomfort in interaction came out to be the major explanations for not preferring a male domestic helper. The level of awareness regarding the rights of domestic helper among female households was also explored and it was found that most of the females were unaware of the constitutional rights of domestic helpers, however, they had enough knowledge about the preventive measures that were to be taken while hiring a domestic helper. The findings of the study examined all objectives and validated each phenomenon through the firsthand collection of data.

Limitations and Future Recommendations

The current study has some limitations and recommendations regarding the selection of the sample. This study included household females belonging to twin cities of the country,

Islamabad, and Rawalpindi. The current study can also be conducted in other urban areas and rural areas where the feudal system exists, and domestic helpers are kept. Secondly, the participant was very limited, whereas the current study can be conducted extensively and other factors physiological harm, the threat to security and many others can be probed about the experience of distress. Besides, this study can also be conducted by considering the perspectives of domestic helpers and to know how and what they feel about the class difference hierarchy that exists in our society. Moreover, this study can further incorporate the views of sick, elderly, and physically challenged people who are dependent on domestic workers for their basic requirements. So, therefore, it is recommended to incorporate all the above-mentioned recommendations for future research studies

Implications of the study

The findings of the current study will help experts such as psychologists and counselors in formal settings to understand the possible reasons for distress among household females. More importantly, this study will assist the general population to comprehend the ulterior motives of domestic helpers and will help them to understand the class difference that gives rise to different problems. Most of all this study will supplement household females in understanding the psychological status of domestic helpers of why they do what they do.

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