THE INTERNATIONAL JOURNAL OF HUMANITIES & SOCIAL STUDIES

Influence of Domestic Worker Characteristics on Household Wellness in Kisumu Central Sub-county in Kisumu County, Kenya

Carolyn A. Achayo

Social Scientist, Department of Development Studies,
The Catholic University of Eastern Africa, Kenya

Frederick Mvumbi N.

Post Humous (Deceased), Department of Development Studies,
The Catholic University of Eastern Africa, Kenya

Dr. Maurice Ogolla

Head, Department of Development Studies,
The Catholic University of Eastern Africa, Kenya

Abstract:

Kenyan urban centers have recently recorded an influx of middle and upper white-collar workers resulting in a corresponding increase in the demand for domestic workers to support their household chores. The preparedness and capacity of domestic workers to ably carry out their responsibility largely hinges on their socio-demographic characteristics, as indicated by their level of awareness and competencies regarding their roles and responsibilities. The present study sought to establish the influence of training as one of the key factors or traits that might affect their ability to do their work and the wellness or welfare of the households in which they work. Using a descriptive research design, quantitative data from questionnaires was analyzed by descriptive statistics, while qualitative data was analyzed by thematic content analysis. From the population of households with a total of 200 domestic workers in Kisumu Central sub-county, a sample of 132 workers and 44 domestic worker's employers was obtained through snow balling sampling. Primarily research tools such as questionnaires and interview schedules were used to obtain quantitative and qualitative data respectively. Split-half analysis was used to ascertain the reliability of the questionnaire items, while validity was tested using expert judgment of the supervisors. The study found out that most of domestic workers lacked first aid training, hence could not adequately and promptly respond to emergencies. Besides, most of the domestic workers in Kisumu Central Sub County had not been trained on first aid skills and that majority of them had limited education. Most workers were also not trained on how to handle or operate some of the sophisticated and modern household equipment and as such concluded that, poor education and training on household activities hurts good service delivery of the workers. The study recommends that employers should work in collaboration with the government through the ministry of labour and social development to offer training programs that touches on first aid skills and household activities as this will enhance their service delivery and household wellness. There should be well organized recruitment bureaus for the domestic workers that offer good job training to domestic workers before they are released into the market. The government through the ministry of education should strengthen adult education programs and make them accessible to these members of the society. Further research should be carried out on influence of household working conditions, remuneration and incentives on service delivery of the domestic workers, that in turn affects household wellness.

Keywords: House-holders' livelihoods, challenges, socio-economic, resilience

1. Introduction

Every household seeks to find a way of survival and wellbeing in a rapidly changing, demanding and competitive world. This drive for wellbeing and survival is mainly anchored on consumption and saving mechanisms. In the traditional society, women were at home to run the affairs of the family however in the modern society, there is increased participation of women in the labour market. Across the globe, families are facing a myriad of social, economic, political and demographic transformation and constraints, resulting in a rise in the demand for domestic workers who are being sought to fill in the domestic roles previously played by non-working women. Domestic workers play a crucial role in providing services to workers with family responsibilities (ILO-International Labour Organization conference paper, 2009).

Globally, domestic work has gained milestones owing that it forms a major portion of the informal sector (International Labour Organization conference paper, 2009). In Hong Kong and Latin America, having a domestic helper is becoming more prevalent and it is estimated that 7.6 million domestic workers represent 5.5 per cent of the urban

workforce (International Labour Organization conference paper, 2009). They offer a wide range of services including educational support exemplified with one recent research indicating that educational achievement especially primary and secondary school levels is the most important aspect of human capital formation, which directly contributes to long-term economic growth. Domestic workers play a great role in educational achievement of the children that they take care of despite being characterized by low levels of schooling (Apt, 2005).

Domestic workers contribute either positively or negatively on children's educational achievement. On the positive side, domestic workers can directly affect the schooling achievement of children under their care through informal learning via personal contacts and tuition (Taylor & Conradie, 1997). This potential positive effect is related to the domestic worker's own educational attainment and experience in childrearing. This therefore brings into play the importance of having trained domestic workers because what they have is what they will impact on the children. One study by Tse et al., (2009), examines the English reading comprehension of a selected group of grades four students in Hong Kong. They found a statistically significant difference between the reading performance of students who had an English-speaking domestic worker and their peers who did not. They concluded that English-speaking domestic workers may have a positive influence on how well students acquired English language skills in the primary school.

Domestic workers have become indispensable to the functioning of societies and economies. As society progressively grows, mothers move into the labour market, while the extended family who used to help in taking care of the young and old also get committed in other economic activities (Raveendran, 2009).

In Kenya, the growth of domestic work is gradually recording an upward trend with majority of domestic workers being mostly of the female gender and are engaged in working for others for pay. According to a report by the International Labour Organisation (2009), domestic workers constitute almost 4% of the total workforce in the country. This implies that it contributes significantly to the national economy especially with respect to source of employment. Domestic workers are characterized by their work for pay, employment on mutual agreement basis by one or different employers, with no binding and written agreement between them. Their wages are also determined on a mutual basis. Kenya has come up with the legislation of the one third rule where women are given a portion of every employment opportunity, and some women who were previously caregivers have ventured into politics and careers that are quite demanding, and this means that their family activities need an extra hand. This has in turn led to an increase in the hiring of domestic workers (Kenya Constitution, 2011). These domestic workers however need to be empowered fully so as to handle the technicalities of domestic work. Anderson and Taylor (2009), cite social factors as key contributors to the influx of domestic workers in Kenyan cities and urban centers such as Kisumu. In Kenya and other developing countries, hiring of a domestic worker is a common trend on social ground because other than their economic roles, domestic workers help families meet many of the most basic physical, emotional, and social needs, more so for the elderly and children.

Socially, domestic work is regarded as a female responsibility (Anderson & Taylor, 2009). Women are left to take care of the sick and vulnerable even as the men undertake other forms of work. Nonetheless, their contributions may go unnoticed despite their work freeing their employer time, allowing them to engage in other productive activities. Most women in Kenya venture into this informal economy so as to supplement their insufficient families' income, and also introduce their young girls to domestic work and this has led to child labour (Anderson & Taylor, 2009). Since the families cannot afford to take the children to school due to poverty, the easiest way to get money is to send them off to work as domestic workers (Anderson & Taylor, 2009). Anderson and Taylor (2009) add that this scenario makes domestic work to be characterized by young people especially girls, illiterate or semi illiterate and mostly coming from poor family backgrounds.

Kisumu Central sub-county, which is the focus of this study, has reported an increase in the number of domestic workers in recent times. This situation has been brought about by improved economic growth in the area, leading to multiple businesses, proliferation of non-governmental organizations and higher institutions of learning. These developments have opened opportunities for more men and women to go into employment and undertake further studies thereby increasing the need for domestic workers. This has therefore led to a steady increase of domestic workers to assist in the house when the men and women are out working. In addition, more women in Kisumu Central sub-county have ventured into politics making domestic work necessary within their families.

Given the increased importance of domestic workers in many urban households in Kisumu Central sub-county and the resultant socioeconomic issues and challenges, a study establishing the influence of training of workers or aspects of their work and the wellness of the households within which they work is necessary. Wellness is measured by how the employer can save more or not spend on things not planned for as a result of domestic worker competency in their service delivery, free time for the employer since the domestic worker supports in household chores, support in child performance either by directly helping them in their studies or through the fact that the employer has more free time and is able to spend time with the children.

1.1. Statement of the Problem

Domestic workers play a leading, active and visible role within households to the extent that having a domestic worker has become a new way of raising and caring for families. The role of domestic workers, although active and recognizable, has some inherent challenges, which bring about risks and underperformance in some instances. There has been an outcry from the society of children mismanagement, abduction, theft, mishandling of equipment and even worse murder of employers in the recent past. The government has also previously only focused on improvement of their living conditions and wage scheme. They have however not brought to the fore the pre-requisites that include training and certification as well as enrolment to professional bodies that makes the wage discussion more justified, and gives

confidence to the employer that the person they are hiring is well regulated not just by the law, but also by specific professional bodies that look at the bare minimum in terms of the domestic worker characteristics before sending them out to the job market. There is need to clearly improve the performance or productivity of domestic workers, for instance, through further education and enrolment in appropriate courses that would help improving their performance and effectiveness. It is thus imperative that domestic workers' capacities, traits and skills ought to be enhanced for the effective and efficient delivery of services that would translate into improved household wellbeing.

This implies that, preparedness and capacity of domestic workers to ably carry out their responsibility largely hinges on their characteristics or traits, as indicated by their level of awareness and competencies regarding their roles and responsibilities. However, there is dearth of empirical information on how training of workers influence the household wellness of the employers. Therefore, the present study sought to establish the influence of, training, on family wellness in Kisumu Central sub-county, Kisumu County, showcasing the strengths in the characteristics and their shortfalls, the employer's perspective and recommendations on how best to improve.

1.2. Purpose of the Study

The purpose of this study was to establish the influence of domestic worker training on employer family wellness in Kisumu Central sub-county, Kisumu County.

1.3. Objective of the Study

The objective of the study was to investigate to establish the influence of domestic worker training on household wellness in Kisumu Central Sub-county in Kisumu County, Kenya.

2. Literature Review

2.1. Empirical Review

Most domestic workers were untrained for the work that they undertake. They learn to undertake the activities while within the household. It therefore becomes the mandate of the employer to ensure that they train the domestic workers on their deliverables. Heintz and Pollin (2003), in their study in Nigeria found that when a domestic worker undergoes training on his/her professional duties, the exercise is attached with many benefits such as improved skill and competency in handling domestic matters and the domestic worker becomes more confident and responsible to handle responsibilities in the home. Raveendran (2009), similarly found that trained domestic workers are more organized and work more systematically, are able to communicate better within the workplace and are able to apply knowledge practically being conscious of wastage control and security measures.

In South Africa, up to 2008, only 6% of domestic workers had enjoyed formal training in domestic skills. These training services were mainly provided by churches. Volunteers facilitated the training for free. In some instances, employers paid for the training. The Skills Development Act (SDA) in 1998 introduced a new era in South Africa regarding skills development for previously marginalized people. An estimated number of 800 000 to 1.5 million workers were involved in domestic services at that time (Services SETA, 2003). A small percentage had been exposed to training. The request for the training of domestic workers by the Domestic Workers Union to the Department of Labour (DOL) had been inspired by the arrival of the SDA. The SDA opened doors for marginalized groups to formal skills training (ILO, 2009). The National Skills Authority (NSA) of DOL had the responsibility to advise the Minister of Labour on the National Skills Development Strategy (UNWOMEN, 2013). In the Consultation Draft of the National Skills Development Strategy 2005-2009 (South Africa, 2004), it was stated that the skills level of current workers often still reflected past apartheid education policies. The skills level of domestic workers reflected that situation as well. It was evident that domestic workers also could benefit from training in the workplace as already had happened with learners in other industries (South Africa Department of Labour, 2010). In Nigeria, the exercise of training the domestic workers to improve on their skills have also begun in a top gear. For instance, during the previous dispensation, training providers and Non-Government Organizations (NGOs) have been contracted by Department of Labour (DOL) for the training of unemployed persons interested in domestic work. The 15- day course is named Home Management and the need for skills development of employed domestic workers was not addressed as this program was accessible to unemployed persons only. According to a research done by Armacost (2004), majority of domestic workers who have been under this program sponsored by DOL in Nigeria have acquired skills by relying on their own experience.

In Kenya, the domestic services sector is highly invisible, undervalued and informal. Also, Domestic workers are the absolute bottom rank of the social hierarchy in the society. Most are poor young women from rural area and extremely disadvantaged backgrounds having had to endure hardships such as early pregnancy & marriage, being orphaned & living with HIV/AIDS and this has created a huge labour gap in the domestic service, (Imaita, 2015). The proposed solution is to develop and implement a clear training strategy and program for domestic workers. The Domestic workers skills development program is a program aimed at empowering especially women mostly from poor backgrounds by equipping them with skills in home management and providing them with structured formal employment in domestic service through a job placement program, where they are able to enjoy basic work conditions such as annual leave, sick off days, salary increment, proper termination from employment, sick leave etcetera (Imaita, 2015 Smet, 2010). This is a new program that is currently being implemented in Kenya with several organizations coming up to try and develop the skills of the domestic workers, though it has not kicked off strongly. Therefore, the researcher attributes the inadequate skills of these domestic workers to inefficient handling of domestic duties, hence the need to carry out this research.

2.2. Theoretical Review

Functionalism theory originated from Emile Durkheim whose interest was in how social order is possible or how society remains relatively stable. This theory perceives each part of society in terms of how it contributes to the stability of the whole society (Anderson, and Taylor, 2009). Society is more than the sum of its parts; rather, each part of society is functional for the stability of the whole society. The different parts are primarily the institutions of society, each of which is organized to fill different needs and each of which has particular consequences for the form and shape of society. These parts all depend on each other.

In this research, the family is an institution. For it to remain stable every part of it must be in a state of equilibrium. For the employers to go to work and get money to bring home or for them to go back to school and advance their careers, they might need the help of domestic workers who offer their services and in return the workers earn a living, which ultimately sustains this arrangement (Anderson, and Taylor, 2009). Therefore, application of this theory to the study lies on the point that clear regulations must exist for this arrangement between the employer and domestic worker to work. The domestic worker should have the right characteristics and qualifications, capability to undertake the duties and follow all the regulations as given. The employer on the other hand has to treat the domestic worker respectfully and give the deserved dues. If the employer defaults and the domestic worker leaves employment, his/her the family would be disrupted (Holmwood, 2005). Similarly, if the domestic worker fails to perform his or her duties the employer is likely to dismiss the worker with disruptive consequences for the former's family. This theory is criticized because institutions are dynamic and as the world undergoes major changes, the equilibrium is sometimes lost.

3. Methodology

3.1. Research Design

The study relied on a descriptive survey research design to establish the influence of domestic workers' characteristics on the wellness of households in which they work. The participants in the study were domestic workers within Kisumu Central sub-county and their employers. Being a descriptive study, the design entailed measuring the different variables in the population of interest at a single point in time, giving a snapshot of conditions present at that instant. According to Creswell (2012), descriptive study design enables researchers to collect, interpret and analyze data at relatively low cost. Since descriptive surveys do not necessarily indicate causative relations among independent and dependent variables, it is ideal for this study, whose main objective is simply to establish the influence of domestic workers' characteristics on the wellness of the households in which they work.

3.2. Site Description, Study Population and Target Population

This study was carried out in Kisumu Central Sub-County which was originally known as Kisumu Municipality and now the central business district of Kisumu County. The socio-economic status of people in Kisumu Central Sub-County is generally low as indicated by the poverty index of 60% (Kisumu County Fact Sheet (2015), therefore several people look for informal jobs to make ends meet. With the growth of the city into a county government economic levels are improving and women who traditionally stayed at home are moving out to look for white collar jobs or to pursue further education. This leaves the care of the home to domestic workers who mainly have low levels of education amongst other characteristics which this research desired to describe.

Population means all elements and people who share one or some common quality in a special geographical scale. Cooper and Schindler (2009), also describe a population as the total collection of elements whereby references have to be made. According to Kisumu County factsheet (2015), there are 6346 domestic workers, working for 3789 employers. However, for this study, the researcher targeted domestic workers who had worked for more than three months and employers Kisumu Central Sub County. This narrowed it down to 200 domestic workers and 50 employers in accordance to the criteria. Domestic workers provided quantitative data while domestic workers' employers provided both quantitative and qualitative data.

3.3. Sample and Sampling Techniques

This section outlines the sample size and the sampling procedure for the proposed study. A sampling frame is a list of elements from which the sample is actually drawn and closely related to the population (Cooper and Schindler, 2009), while sampling is a research technique used for selecting a given number of subjects from a target population as a representative of the population (Wolverton, 2009). Non-probability sampling techniques was used in this research to select a total of 200 domestic workers who had taken more than 3 months in their current place of work in Kisumu Central sub-county, a sample size of 132 workers and 44 domestic worker employers selected through Krejcie and Morgan (1970), table for determining sample size were considered for the study. In selecting these respondents, researcher used snowballing sampling method. This method is applied when the sample for the study is very rare or is limited to a very small subgroup of the population, in this case, both categories of the respondents (domestic workers and their employers) satisfying the three-month criteria were quite few. This type of sampling technique works like chain referral. After observing the initial respondent, the researcher asked for assistance from the respondent to help identify people with a similar trait of interest and they in return also referred the researcher to other people. This sampling technique is very specific where the samples are gathered in a process that does not give all the individuals in the population equal chances of being selected.

3.4. *Methods and Instruments of Data Collection*

This study used primarily research tools such as questionnaire, and interview schedules to obtain both quantitative and qualitative data. Questionnaire is an instrument specifically designed to elicit information that was useful for analysis. These are primarily survey research tools (Babbie, 2009). This study used closed ended type of questionnaire. The closed ended questionnaire involved pre-set questions that are designed based on the study objectives with a limited number of multiple choices. These questionnaires are expected to collect quantitative data. Given the large number of respondents in the study, questionnaire was most suitable for collecting the data. The questionnaire was divided into two sections; Section A consists of questions aimed at obtaining general information about the respondents. Section B contained questions based on thematic issues of the study. Multiple choice questions/items written in the format of Linkert scale was used, where respondents were asked to make a choice based on their opinion whether they strongly agree, agree, neutral and disagree and strongly agree on the questions being asked.

In order to solicit detailed information, an interview guide was used to gather more information from the employers of domestic workers. This gave the researcher an opportunity to meet these people and seek more clarification on issues raised in the questionnaire. An interview schedule is an important tool for gathering data as the interview situation allows much greater depth than other methods of data collection (Kombo & Delno, 2009). It attempts to provide a true picture of opinion and feelings. The researcher used open-ended questions to get verbal responses from the respondents. The data was then collected through the mentioned instruments in the following manner: the researcher obtained introductory letter from CUEA. A permit to carry out the study was also sought from the National Commission of Science, Technology and Innovation (NACOSTI). These steps enabled the researcher to effectively carry out the research and the desired sequencing of the steps (Kothari, 2004). The researcher then visited the sampled domestic workers and their employers for familiarization with the respondents and to explain the purpose of the research and the relevance of their participation. The respondents were visited on agreed dates and were requested to fill the questionnaires within weeks. The researcher then collected the questionnaires for data analysis. The researcher after seeking the consent of the interviewees conducted interviews which took 30mins with each respondent, the whole process lasted for approximately two weeks. In every process, there was an assurance to the respondents to the effect that the information given will be treated with high level of confidentiality and during the interview the respondent was given assurance that the information obtained from them would only be used for the purpose of the study.

3.5. *Reliability and Validity*

Reliability on the other hand according to Bryman (2008), refers to the degree of consistency demonstrated in a study and the degree to which a test consistently measures the intended variables and constructs in a study, even upon repeated trials. In the proposed study, reliability of the instrument and the findings was determined using the split-half test in which the questionnaire items targeting the various variables was divided into half and administered to a sample of 20 participants. The questions were randomly divided on the basis of even and odd questions. Each test was then be scored for each participant and the correlation coefficient for the two halves statistically calculated.

Validity is the extent to which the study instruments captured what they purport to measure (Cooper & Schindler, 2006). Validity of instruments is critical in all forms of researches and the acceptable level is dependent on logical reasoning, experience and professionalism of the researcher (Babbie, 2007). The researcher ensured validity of questionnaires through the use of participant language where the researcher obtained literal statements from the participant. The researcher was also note down and interprets the circumstances upon which arguments are made. Moreover, other ways of ensuring validity include making items in the questionnaire simple and clear, in addition to arranging the questionnaire from complex to simple terms (Wolverton, 2009). The researcher employed multi method strategies that allowed triangulation in data collection so as to avoid any bias.

3.6. *Data Analysis Procedures*

Data for analysis was both quantitative and qualitative.

Quantitative data analysis according to Wolveto (2009), is a descriptive analysis that involves a process of transforming a mass of raw data into tables, charts, with frequency distribution and percentages, which are a vital part of making sense of the data. Data from questionnaires was analyzed by descriptive statistical analysis with the help of Statistical Package for Social Sciences (SPSS).

Qualitative data analysis involved thematically analyzing the interview data derived from the key informants, who were employers in Kisumu Central. Thematic analysis is the most common form of analysis in qualitative research (Kombo & Delno, 2009). It emphasizes pinpointing, examining, and recording patterns within data. Themes are patterns across data sets that are important to the description of a phenomenon and are associated to a specific research question (Mugenda & Mugenda, 1999). Quotes from respondents were also captured to make the analysis richer.

The analysis process involved first transcribing and organizing all the data, secondly giving the codes to the first set of field notes drawn from the interviews, having noted personal reflections and other comments in the margin. The second stage involved sorting and sifting through the materials to identify similar phrases, relationships between the variables, patterns, themes and common sequences. The last stage was identifying these patterns and processes, commonalities and differences and taking them out to the field in next wave of data collection.

4. Findings

4.1. Response Return Rate

The response rate refers to percentage of the study sample that returns the questionnaires completed and participates in the interview (Bryman & Bell, 2007). The study targeted 132 domestic workers and 44 employers in Kisumu Central Sub County. The respondent return rate is shown in Table 1.

Respondents Response	Sampled	Responded	Percentage
Domestic workers	132	121	91.7%
Employers of domestic workers	44	39	88.6%
Total	176	160	90.9%

Table 1: Response Return Rate

From the study, out of the targeted 132 domestic worker, 121 of the sampled members (91.7%) returned duly filled questionnaires. This implies that only 11 respondents failed to respond to the study either due to their inability to comprehend the study questions or refused bluntly to be administered with questionnaires for fear of being victimized. The response return rate for the employers was also high at 88.6%. These high response return rates were achieved because the researcher administered and collected the questionnaires in person and also gave the respondents adequate time to respond. As for the interview with the employers, the researcher conducted face to face interview with these respondents. Mugenda and Mugenda (2003) observed that a 50% response rate is adequate, 60% good and above, while 70% rated as very good. Thus, for this study, the respondent rate was considered to be very good.

4.2. Socio-demographic Characteristics

The study sought to establish the demographic information of the respondents (domestic workers and employers) based on their gender, marital status and level of education. Table 3 shows the results.

Demographic			
characteristics		Freq.	%
Gender	Male	22	18.2
	Female	99	81.8
Marital status	Married	16	13.2
	Single	75	62.0
	Separated/divorced	30	24.8
Level of education	No education at all	2	1.7
	Some primary	14	11.6
	Completed Primary	76	62.8
	Some secondary	15	12.4
	Completed Secondary	14	11.6
	Beyond Secondary education	0	0.0

Table 2: Socio-Demographic Characteristics of Domestic Workers (N=121)

Table 3 revealed that in terms of gender, most of the domestic workers (81.8%) were females while only 18.2% were males. This shows that most of the employers were engaging female domestic workers as driven by the notion of gender roles in the society, where females were more familiar and conversant with household chores such as baby sitting, laundry work and kitchen activities. Most of the domestic workers were also single (62.0%), only 13.2% were married as 24.8% were separated. It was also found that majority of the domestic workers were less educated, with 62.8% having completed only primary education. Only 11.6% had secondary education while none had more than secondary school certificate.

Demographic			
characteristics		Freq.	%
Gender	Male	11	28.2
	Female	28	71.8
Marital status	Married	27	69.2
	Single	8	20.5
	Separated/divorced	4	10.3
Level of education	No education at all	0	0.0
	Some primary	0	0.0
	Completed Primary	0	0.0
	Some secondary	0	0.0
	Completed Secondary	14	35.9
	Beyond Secondary education	25	64.1

Table 3: Socio-Demographic Characteristics of Employers (N=39)

Based on employers, most of them were found to be females 71.8% while male employers were only 28.2%. This could be explained through the notion that the business of hiring domestic workers were left to be a female affair. Most of the employers were also married at 69.2% and owing to this, they had families and lots of household duties, hence justifying their need for domestic workers. On level of education, the study found that over three quarters of the employers had more than secondary education, hence their ability to engage domestic workers.

The study also sought to investigate how both the employer and the domestic worker came to know each other. Figure reveals that most of them had known each other through relatives (66.8%), 21.6% indicated that they were related with each other while only 11.6% indicated through employment bureau. This shows that most of the domestic workers got their jobs through relatives and not recruitment bureau and hence may not have adequate skills and experience recommended for the job.

Figure 1: How the Employer Got His/Her Worker

4.3. Household Chores/Activities

Respondents were also probed on the major household chores they engaged in, in their place of work. Table 4 shows the results.

	Major Household Chores/Activities		Most challenging Chores	
	Frequency	%	Frequency	%
Washing & ironing	66	54.5	61	50.4
Housecleaning	62	51.2	73	60.3
Cooking	71	58.7	54	44.6
Babysitting	61	50.4	69	57.0
Cleaning the compound	34	28.1	58	47.9
Shopping	60	49.6	28	23.1
All of the above	91	75.2	88	72.7

Table 4: Household Chores/Activities

The study found that most of the domestic workers engaged in array of household activities, with three quarters of them at 75.2% taking part in almost all the chores such as washing & ironing, shopping, cooking, babysitting, cleaning the compound and housecleaning. It could also be noted that only 28.1% could take part in cleaning the compound possibly due to the nature of the work which is mostly masculine, yet majority of the domestic workers were females. On the most challenging household chores, the study found that almost all these chores were challenging especially house cleaning as shown by 60.3%. When asked to indicate reasons for experiencing these challenges, majority of the respondents at 51.3% cited poor working conditions, 34.6% mentioned inadequate knowledge on household duties, 11.2% indicated inadequate equipment, while only 2.9% indicated sophisticated machines.

Figure 2: Challenges Facing Workers in Their Duties

4.4. Domestic Worker Training on Household Wellness

In the first study objective, the study sought to establish the influence of domestic worker training on household wellness in Kisumu Central Sub-county in Kisumu County, Kenya. Respondents were first probed on their years of service in the job. Table 5 shows the result.

Duration in the Current Place of Work	Frequency	Percentages
Less Than One Year	77	63.6
1-5 Years	21	17.4
More Than 5 Years	23	19.0

Table 5: Years of Service in the Job

The study found that over two thirds of the respondents at 63.6% had stayed less than one year in their current place of work. Only 19.0% had taken more than 5 years, while 17.4% indicated 1-5 years. This shows that most of the respondents had not stayed longer in their present place of work and this could be explained by tendency of most of the domestic workers to hop from one place of work to another either in search of better pay, conducive working environment or being relinquished his/her duty as a result of poor performance.

4.4.1. Worked Elsewhere Other Than the Current Place

When asked on whether they had worked elsewhere other than the current place of work, most of the respondents at 64% revealed that they had not worked elsewhere, while only 36% indicated otherwise. This shows that most of the workers had not gathered sufficient experience to discharge their duties effectively and this would influence the employers' household wellness.

Figure 3: Worked Elsewhere Other Than the Current Place

4.4.2. Training and Service Delivery

Respondents were asked on whether they had undergone any formal training on household duties. Out of the 121 polled, majority of the respondents at 94.2% indicated that they had no formal training on household duties. Nonetheless, almost all the respondents at 99.2% agreed that training was vital for the job (see figure 4.4). In fact, 87.6% agreed that lack of training or inadequate formal training negatively affected their service delivery. From these findings, most of the domestic workers in Kisumu Central Sub-county were not trained on household activities and would compromise quality service delivery, given that majority of them recognised training as important for good service delivery and productivity. Raveendran (2009), similarly found that trained domestic workers are more organized and work more systematically, are able to communicate better within the workplace and are able to apply knowledge practically being conscious of wastage control and security measures.

Figure 4: Domestic Job Training and Service Delivery

4.5. Level of Familiarity with the Employers Household Equipments and Machines

Respondents were also probed on their level of conversant and familiarity with the household equipment and machines. Table 6 shows the response.

	Frequency	Percentages
High	10	8.3
Average	66	54.5
Low	34	28.1
Can't tell	11	9.1

Table 6: Level of Familiarity with the Employer's Household Equipments and Machines

Table 4.5 shows that slightly over half of the respondents at 54.5% were averagely conversant with the household equipment. Only 8.3% were highly familiar with as 23.1% admitted that they were not well familiar with the equipment. This shows that most of the domestic workers in Kisumu Central sub county were not well familiar with the household equipment especially the modern ones such as washing/laundry machine, oven, gas cooker just to mention but a few. Limited knowledge on this equipment could be attributed to lack of training of these workers and this could also compromise the household wellness.

4.6. Have First Aid Skills

The study also sought to find out whether the respondents had acquired first aid skills. Out of the 121 respondents that were polled, majority at 84% had no first aid skills, while only 16% had the skills. Lack of or inadequate first aid skills would limit quick and effective response by the domestic worker during emergencies.

Figure 5 : Have First Aid Skills

4.7. First Action by the Domestic Worker When the Child Falls Sick

When asked on their first action whenever the child fall sick, most of them at 29.8% indicated that they would call their employers, 22.3% would rush to the hospital, 19.8% would call the doctor, while 17.4% would administer medication to the child in the house. 10.7% indicated that they would wait till the parent come back.

Initial action taken	Frequency	Percentages
Call the parents	36	29.8
Call the doctor	24	19.8
Rush to the hospital	27	22.3
Wait until the parent comes back	13	10.7
Give medication that is in the house	21	17.4

Table 7: First Action by the Domestic Worker When the Child Falls Sick

The findings revealed a mixed-up response of the domestic workers to a sick child and this could be attributed to lack of clear training on what ought to be done in such like circumstances. Employers of domestic workers were also probed on whether they had had any problem with their employees, which would compromise their household wellness.

Figure 6: Experience Problem with the Employee

Figure 4.6 shows that most of the employers of domestic workers at 67.4% had encountered one or more problems with their employees. Only 32.6% indicated otherwise. The study found that major problems were ranging from poor understanding of the work, poorly cooked food, and negligence with the baby to interfering with household machines. Respondents (employers and domestic worker, n=160) were asked to react to the following statement relating to influence of domestic worker training on household wellness. Response were based on a three-point Likert scale of agree,

neutral or disagree, and for the sake of mean interpretation, 3=Agree, 2=Neutral and 1=Disagree. Table 4.6 shows their response.

Statement	A(%)	N(%)	D(%)	Mean	STDEV
Most of domestic workers lack first aid training	126(78.8%)	22(13.8%)	12(7.5%)	2.7	0.61
Majority of domestic workers have limited education	134(83.8%)	17(10.6%)	9(5.6%)	2.8	0.53
Modern household equipment requires good training which most of the domestic workers do not have	118(73.8%)	28(17.5%)	14(8.8%)	2.7	0.63
Poor education and training hurt good service delivery	142(88.8%)	8(5.0%)	10(6.3%)	2.8	0.51

Table 8: Domestic Worker Training on Household Wellness (N=160)

Key; A=Agree, N=Neutral, D=Disagree, STDEV= Standard Deviation

According to the study findings, over three quarters of the respondents (78.8%; mean=2.7) agreed with the statement that most of domestic workers lacked first aid training, hence could not adequately and promptly respond to emergencies. Only 7.5% disputed the statement, as 13.8% remained neutral. Majority of the respondents (83.8%; mean=2.8) agreed with the statement that most of the domestic workers had limited education, 5.6% refuted while 10.6% were neutral on the statement. This shows that generally most of the domestic workers in Kisumu central sub county had insufficient training on first aid hence limited knowledge on the same as shown by mean=2.7; which is tending towards agreeing with the statement. Similarly, (mean=2.8) shows that most of the domestic workers had limited education.

Similarly, Taylor & Conradie (1997) found that education and learning approach could, most certainly meet the needs of domestic workers, who are illiterate in many instances or previously exposed to formal education of a low standard. Similarly, an interview with one of the domestic workers shows that training of the domestic workers would enhance their service delivery. For instance, one of the employers said;

It is imperative to train domestic workers to improve their capacity of performance and service delivery. This is because inadequate skills among the domestic workers negatively affect their performance and hence household wellness. Moreover, domestic work is presently changing, characterized by modern equipment and machines such as laundry machines, cooking oven, fridges and sophisticated gas cookers and these require skills which can only be got through training [Interview, Employer 8, 22/7/2017].

On whether modern household equipment required good training which most of the domestic workers did not have, majority at 73.8% supported the statement, while 8.8% indicated otherwise. This shows that most of the modern houses in Kisumu Central sub county had modern household equipment requiring good training although most of the domestic workers did not have the skills and capacity to efficiently use them as indicated by (mean=2.7) which largely pointed towards supporting the statement.

Most of the respondents (88.8%;) agreed with the statement that poor education and training hurt good service delivery. Only 6.3% indicated otherwise. Meaning, (mean=2.8) would imply that inadequate education and training would be counterproductive in the household wellness among the domestic workers. Similarly, according to a research done by Mutisya and Yarime (2011), domestic workers are in need of quality training that could lead to certification, given that certification is associated with skill development that can match modernization and technologies in the households.

5. Conclusions and Recommendations

Based on the study findings, major conclusions made were that most of domestic workers lacked first aid training, hence could not adequately and promptly respond to emergencies. Besides, most of the domestic workers in Kisumu Central Sub County had not been trained on first aid skills and that majority of them had limited education. Most workers were also not trained on how to handle or operate some of the sophisticated and modern household equipment required and hence, poor education and training on household activities hurt good service delivery of the workers. Based on the findings that most of domestic workers lacked first aid training, hence could not adequately and promptly respond to emergencies, the study recommends that employers should work in collaboration with the government through the ministry of labour and social development to offer training programs that touches on first aid skills and household activities as this will enhance their service delivery and household wellness. There should be well organized recruitment bureaus for the domestic workers that offer good job training to domestic workers before they are released into the market. This will not only make these workers be valuable for attractive wages but also motivate them in their work for good household wellness.

6. References

- i. Anderson, M. L., and Taylor, H. F. (2009). *Sociology: The Essentials*. Belmont, CA: Thomson Wadsworth.
- ii. Apt N. A. (2005). *A study of child domestic work and fosterage in Northern and Upper East Region of Ghana*. UNICEF, Paris.

- iii. Armacost, N. C. (2004). *Domestic Workers in Nigeria: A Case for Legislative Action*. Journal of the Indian Law Institute, Vol. 36, pp. 53-63.
- iv. Babbie, E. (2007). *The Practice of Social Research*, 12 edition. USA: Chapman University.
- v. Bryman, A. (2008). *Social Research Methods*. Third Edition. New York: Oxford University Press.
- vi. Heintz J. and Pollin R. (2003). *Information, economic growth and the challenge of creating viable labour standards in Nigeria*, Working Paper Series No. 60 (Amherst, MA, Political Economy Research Institute, University of Massachusetts).
- vii. Holmwood, J. (2005). 'Functionalism and its Critics' in Harrington, A., (ed) *Modern Social Theory: an introduction*, Oxford University Press, Oxford, pp. 87-109.
- viii. International Labour Organisation (2009). *Decent Work for Domestic Workers*, Report IV(1), International Labour Conference, 99th Session, Geneva.
- ix. Kombo, D. K., & Delno, L. A. T. (2006). *Proposal and Thesis Writing: An Introduction*. Nairobi: Pauline's publications Africa.
- x. Krejcie, R.V., and Morgan, D. W. (1970). *Determining sample size for research activities, education and psychological measurement*. Sage publication.
- xi. Mugenda, O. M. and Mugenda, A. G. (1999). *Research Methods: Quantitative and Qualitative Approaches*. Acts Press, Nairobi-Kenya.
- xii. Mutisya, E., & Yarime, M. (2011). *Understanding the grassroots dynamics of slums in Nairobi: The dilemma of Kibera informal settlements*. International Transaction Journal of Engineering, Management, & Applied Sciences & Technology, 2(2).
- xiii. Raveendran, G. (2009). *Contribution of Women in the National Economy*, International Labour Organisation, New Delhi.
- xiv. Tse, S. K., et al (2009). *English-Speaking Foreign Domestic Helpers and Students' English Reading Attainment in Hong Kong*. Chinese Education & Society, 42(3), 49-65.
- xv. Wolverton, M. L. (2007). *Research design, hypothesis testing, and sampling*. Appraisal Journal, 77(4), 370-382.