

Feedback of Domestic Employers on the Household Servicing Competency of Kasambahays in Zamboanga del Norte

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ABSTRACT

A healthy, safe and peaceful home where love and understanding abide is always the aim of every Filipino family. This survey aimed to determine the feedback of domestic employers on the skill and competence of their Kasambahay along household servicing tasks such as cleaning, caring for the children, cooking, marketing and doing the laundry; the use and maintenance of household materials and equipment; practice of occupational health and safety standards and relation towards employers and with others. A translated questionnaire-checklist was administered to 422 domestic employers in the 25 municipalities and 2 cities in the province of Zamboanga del Norte. Findings led to the conclusion that the domestic employers find their Kasambahay to be skilled in household servicing tasks such as cleaning, caring for the children, cooking, marketing, and doing

the laundry, competent on the use and maintenance of household materials and equipment and in practicing occupational health and safety standards. The domestic employers rated the attitude of their Kasambahay as satisfactory in the way the latter relate with others.

Keywords — domestic employers, household servicing tasks, use and maintenance of household materials and equipment, practice of occupational health and safety standards, relation towards employers, Philippines

INTRODUCTION

Domestic work is one of the oldest and most important occupations for many women in many countries. However, it is one of the occupations that are still undervalued and neglected. It is often regarded as unskilled because most women have traditionally been considered capable of doing the work. When paid, the work remains undervalued and poorly regulated. Domestic workers in South Korea have existed but neglected. Their fundamental human and labor rights have failed to get attention (Kim, 2010).

One of the causes for the continuing demand for household service workers is that more women take up full-time jobs and at times, additional part time jobs, other than their main occupations. Career women become tied up to their jobs, such that for married women and single parents, child-rearing becomes a heavy burden resulting in the demand for outside domestic help (Arat-Koc, 1989). In reality, according to Chan (2006), domestic workers are substitutions for wives' domestic labor, and as having symbolic functions for the family household and the wives' gender role. The presence of live-in domestic workers significantly increases the odds of mothers (but not non-mothers) being economically active. The effects of domestic workers on the odds of whether married women vary work over time and differ according to household income and wives' educational attainment. In addition to this, Cortes and Pan (2013) disclosed that domestic workers increased the participation of mothers with a young child (relative to older children) and have generated monthly consumer surplus.

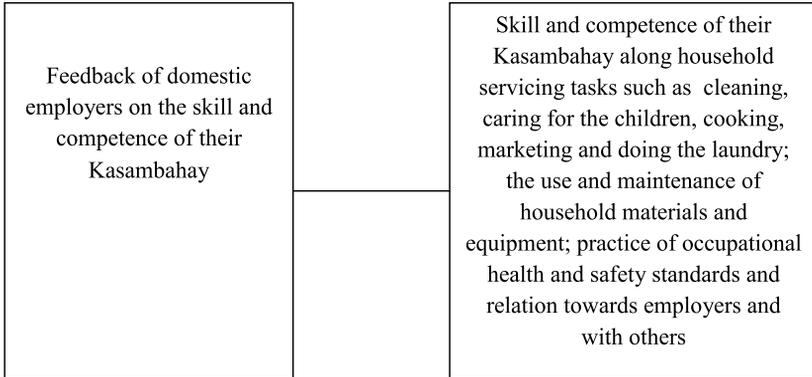
On the other hand, Groves and Lui (2012) stated that men view hiring help as a contractual service and as a 'gift' to their wives that allows them to 'buy out' of housework and childcare. Women, however, are likely to supplement their helper's contributions with their labor since they view hired help as 'less-than-optimal' childcare. They also feel responsible for the supervision and emotional needs of their helpers by treating them as 'part of the family'.

In labor-abundant countries like Indonesia and the Philippines, migrant workers are considered state assets and the government often calls them the 'economic heroes' of the nation. By maximizing economic benefits, the protection of labor migrants is often neglected by both origin and host countries. She recommended that a strong commitment from the government, along with close monitoring by civil society, is needed to ensure better protection for citizens (Setyawati, 2013). In Bangladesh, domestic workers are usually appointed without any form of formal contract between a practice of occupational health and safety procedure; as well as workers and employers. As a result, most of these workers have to work under poor working conditions with a very low wage Taufika (2016). In Thailand, the vast majority of its migrant workers are Burmese who have emigrated on account of economic hardship, political instability and the repressive policies of the Burmese Government. Most of the Burmese migrants work illegally in Thailand (Mon, 2010).

Oftentimes, the family becomes heavily dependent on the quality of services rendered by the Kasambahay. Employers expect that the Kasambahay are competent in the different aspects of household servicing, such as use and maintenance of household materials and equipment; the practice of occupational health and safety procedure; as well as the relationship with their employers. It is important, therefore, for the household service workers to be skilled and competent along their duties and responsibilities, such as cleaning, childcare, cooking, shopping and doing the laundry as well as along household servicing performance standards on: use and maintenance of household materials and equipment; practice of occupational health and safety procedures and relationship with employers in order to identify the household servicing areas in which the Kasambahay need education and training. A translated questionnaire checklist was fielded to the 442 domestic employers residing in the poblacion areas in the 25 towns and 2 cities in the province of Zamboanga del Norte, Region IX.

CONCEPTUAL FRAMEWORK OF THE STUDY

The conceptual framework of the study is composed of two frames in which the independent variable, contained in the first frame is the feedback of domestic employers on the skill and competence of their Kasambahay and the dependent variable, contained in the second frame is the skill and competence of their Kasambahay along household servicing tasks.



OBJECTIVES OF THE STUDY

This study aimed to look into the feedback of domestic employers on the skill and competence of their Kasambahay in their employment along household servicing tasks such as cleaning, caring for the children, cooking, marketing and doing the laundry; the use and maintenance of household materials and equipment; practice of occupational health and safety standards and relation towards employers and with others.

RESEARCH METHODOLOGY

Research Design

This study made use of the descriptive method of research particularly survey technique employing a researcher-made questionnaire-checklist to gather relevant data of the study to the 422 domestic employers from the province of Zamboanga del Norte. It is descriptive in purpose, gathering salient information from the feedback of domestic employers on the skill and competence of their Kasambahay in their employment along household servicing tasks.

Research Site

This study was conducted in the 25 municipalities and 2 cities in the province of Zamboanga del Norte, namely; Congressional District (CD 1) – Dapitan City, La Libertad, Mutia, Pinan, Polanco, Rizal, Sergio Osmena and Sibutad. Congressional District 2 (CD2) - Dipolog Dity, Jose Dalman, Katipunan, Manukan, Pres. Manuel A. Roxas, Siayan and Sindangan. Congressional

District 3 (CD3) – Bacungan, Godod, Gutalac, Labason, Liloy, Salug, Siocon, Sirawai, Sibuco, Baliquian, Kalawit and Tampilisan.

Participants

The respondents of the study were the four hundred twenty-two (422) domestic employers from the province of Zamboanga del Norte who was considered by purposive sampling technique. The researchers sought permission from the Office of the Municipal Mayor of each municipality by sending letter requests asking for approval to field the questionnaire-checklist to the domestic employer-respondents in their respective municipality.

Instrumentation

This study made use of a translated researcher-made questionnaire-checklist. The research instrument was submitted to the Research Director of the University for its development, enhancement, and validation. The committee of validators is composed of three (3) persons who are holders of Doctoral degree in their field of specialization and are expert in the field or research. The validated instrument was pilot tested to ten (10) domestic employers who are not included as respondents of the study. Results were submitted for a test of reliability. A Cronbach’s alpha test revealed a value of 0.79 which indicates a high level of internal consistency for the scale used in the study.

RESULTS AND DISCUSSION

Table 1. Kasambahay’s Skill in Cleaning as Household Servicing Task

	Item Statements on Cleaning As Household Servicing Task	CD1		CD2		CD3		Total	
		AveWM	Des	AveWM	Des	AveWM	Des	AveWM	Des
1.	Cleaning rooms, sala, kitchen, comfort room	4.60	HS	4.23	HS	4.40	HS	4.41	HS
2.	Cleaning the front and the backyard.	4.41	HS	3.95	S	4.27	HS	4.21	HS
3.	Emptying wastebaskets and transporting trash and waste to disposal areas	4.28	HS	3.8	S	4.25	HS	4.11	S

4.	Dusting and polishing furniture and equipment.	4.08	S	3.74	S	4.17	S	4.00	S
5.	Cleaning rugs, carpets, upholstered furniture, and draperies, using vacuum cleaners.	3.95	S	3.75	S	3.98	S	3.89	S
6.	Keeping storage areas well-stocked, clean and tidy.	4.09	S	3.77	S	4.16	S	4.01	S
7.	Sweeping, scrubbing, waxing, or polishing floors, using brooms, mops, or powered scrubbing and waxing machines.	4.09	S	3.79	S	4.17	S	4.02	S
8.	Washing windows, walls, ceilings, and woodwork, waxing and polishing as necessary	4.22	H S	3.71	S	4.25	HS	4.06	S
9.	Washing dishes, cooking utensils and silverware	4.09	S	4.14	S	4.50	HS	4.24	HS
10.	Hanging draperies and dust window blinds.	3.90	S	4.05	S	4.13	S	4.03	S
11.	Moving and arranging furniture and turn mattresses.	3.84	S	3.91	S	4.13	S	3.96	S
12.	Disinfecting equipment and supplies, and using germicides or steam-operated sterilizers	3.80	S	3.98	S	4.03	S	3.94	S
Total AWM		4.11	S	3.90		4.20	S	4.07	S

Rating Scale:

4.21 – 5.00

3.41 – 4.20

2.61 – 3.40

1.81 – 2.60

1.00 – 1.80

Description:

HS Highly Skilled

SaS Satisfactorily Skilled

MS Moderately Skilled

SIS Slightly Skilled

L Learning

Table 1 presents the summarized data on the competency of the kasambahay in performing their household servicing tasks, particularly in cleaning the house. According to Roldan & Crespo, (2003), domestic household service workers (HSW's) or refers to housekeeping maintenance in a house, covering the bedrooms, kitchen, dining, receiving area, grounds, and the surrounding areas within the house. Maintenance in this context involves regularly cleaning those areas. Domestic employers in Congressional District 1 assessed the cleaning of the Kasambahay in their employment with diverse average weighted mean; Congressional District 1 (4.11); Congressional District 2 (3.90); and Congressional District 3 (4.07) all falling within the descriptive rating “Skilled”, indicative of the Kasambahay’s ability to work with minimum supervision of their employers.

Sayres (2005) revealed that households with domestic workers could increase their participation in the labor force, and thus enjoy greater household earnings. Cortes and Tessada (2011) found out that low-skilled immigration increases average hours of market work and the probability of working long hours of women at the top quartile of the wage distribution. Domestic workers decrease the time they spend on household work and increase expenditures on housekeeping services.

Table 2. Kasambahay’s Skill in Child Care as a Household Servicing Task

Item Statements in Child Care As Household Servicing Task	CD1		CD2		CD3		Total	
	AWM	Des	AWM	Des	AWM	Des	AWM	Des
13. Preparing the baby’s bath needs: water, towel, soap, shampoo, etc.	4.44	HS	3.82	S	3.68	S	3.98	S
14. Bathing the baby carefully, but thoroughly.	4.01	S	3.78	S	3.59	S	3.79	S
15. Changing baby’s diapers correctly.	3.76	S	3.87	S	3.71	S	3.78	S
16. Preparing a baby’s formula correctly and hygienically.	4.13	S	3.85	S	3.71	S	3.90	S
17. Feeding the baby with the correct amount of food..	3.98	S	3.98	S	3.69	S	3.88	S
Total AVM	4.06	S	3.86	S	3.68	S	4.07	S

Rating Scale: Description:

4.21 – 5.00	HS Highly Skilled
3.41 – 4.20	SaS Satisfactorily Skilled
2.61 – 3.40	MS Moderately Skilled
1.81 – 2.60	SIS Slightly Skilled
1.00 – 1.80	L Learning

For households having babies or toddlers, childcare is an important aspect of skill and expertise, given the delicate nature of childcare. It is important to mention that some households hire a household service worker whose sole duty is looking after the baby. There are also households who are on a tight budget, thus, the Kasambahay is saddled with double responsibility of doing the household chore as well as performing childcare tasks. Such situations as cited tend to be one of the reasons why among all the employers across the three (3) Congressional Districts, only one (1) item, on the simple chore of preparing the baby's bath needs, registered an average weighted mean of 4.44, interpreted as "Skilled" as a chore in which the Kasambahay can demonstrate a high degree of skill, while all the other related tasks are assessed by the employers on the average level of skill.

Related to this result, de Guzman (2014) claimed that domestic workers were mostly female "yayas" caring for young children while they were separated from their offspring, most of whom were left behind in their rural communities, in which having experienced rural poverty; the role of women in raising children; and the role of parents in children's upbringing and obligations of extended family; all together resulting in a heavy personal burden and transformed parenting strategies in light of spatial distance. However, Asis (2006) revealed that, in the Philippines, large-scale overseas migration had raised concerns about left-behind children, who are perceived to be most affected by the absence of fathers, mothers or both. Without their 'real' parents (especially mothers) to rear and guide them, left-behind children are perceived to bear the brunt of the social costs of migration. Cortes (2015) also revealed that children of migrant mothers are more likely to lag in school compared to children with migrant fathers and a mother's absence has a stronger detrimental effect than a father's. On the other hand, Tang and Yung (2016) found that the evidence consistently points to Filipino Domestic Workers improving the educational outcomes of school children by decreasing their probability of late schooling or increasing their scores of core academic subjects. English-speaking ability and maturity are shown to be the most important assets of the FDWs in improving children's educational outcomes. Their findings suggest that the latter provide an important childrearing service.

Table 3. Kasambahays’ Skill in Cooking As Household Servicing Task

Item Statements in Cooking As Household Servicing Task	CD1		CD2		CD3		Total	
	AWM	Des	AWM	Des	AWM	Des	AWM	Des
18. Preparing meals by following employer’s instructions	4.43	HS	4.19	S	4.23	HS	4.28	HS
19. Serving meals following family specifications	4.23	HS	4.44	HS	4.11	S	4.26	HS
20. Cooking meals are observing proper hygiene and cleanliness.	4.17	S	4.45	HS	4.33	HS	4.32	HS
21. Can cook a variety of dishes.	3.98	S	4.29	HS	4.00	S	4.09	S
Total AWM	4.20	S	4.34	HS	4.17	S	4.24	HS

Rating Scale:	Description:
4.21 – 5.00	HS Highly Skilled
3.41 – 4.20	SaS Satisfactorily Skilled
2.61 – 3.40	MS Moderately Skilled
1.81 – 2.60	SIS Slightly Skilled
1.00 – 1.80	L Learning

In terms of skill in cooking, only the domestic employers in Congressional District 2 rated their Kasambahay’s cooking task as Highly Skilled. Because of the overall weighted means gained by the Kasambahay working for employers in Congressional Districts 1 and 3, the general weighted mean reached 4.24, described as “Highly Skilled.” It can be inferred from the overall weighted means of the situation-specific items on cooking tasks that, although the Kasambahay exhibit relatively high skill in cooking tasks, the variety tends to be limited on the menus or recipes which are possibly the food preferences of the family they are serving. The findings of the study of Short (2003) revealed that useful insight into people’s cooking practices and approaches came from interpreting cooking skills as complex (consisting of mechanical, perceptual, conceptual, academic and planning skills) and ‘person-centered’.

Table 4. Kasambahay's Skill in Shopping or Marketing as Household Servicing Task

Item Statements in Shopping or Marketing As Household Servicing Task	CD1		CD2		CD3		Total	
	AWM	Des	AWM	Des	AWM	Des	AWM	Des
22. Shop groceries and household products wisely.	4.12	S	4.05	S	3.99	S	4.06	S
23. Account money was given for grocery shopping.	4.12	S	3.99	S	3.96	S	4.03	S
24. Know how to discriminate fresh fish, vegetables and other food items	4.03	S	4.11	S	4.07	S	4.07	S
25. Know how to get the best value from money spent on grocery items.	3.82	S	4.05	S	3.89	S	3.92	S
26. Can keep records expenditures.	3.78	S	4.04	S	3.90	S	3.91	S
Total AWM	3.98	S	4.05	S	3.96	S	4.00	S

Rating Scale:	Description:
4.21 – 5.00	HS Highly Skilled
3.41 – 4.20	SaS Satisfactorily Skilled
2.61 – 3.40	MS Moderately Skilled
1.81 – 2.60	SIS Slightly Skilled
1.00 – 1.80	L Learning

Table 4 displays the kasambahay's skill in shopping or marketing. Shopping for food supplies and other basic needs for the family members is one important task which the domestic employer entrusts to the HSW or Kasambahay. This particular household servicing task likewise challenges the financial management and trustworthiness of the Kasambahay in managing the budget entrusted by the employer. Shopping or marketing requires a knowledgeable degree of assessing the quality of food items, and speedy calculation of prices as against the budget, thus, a Kasambahay should have more than enough exposure to acquire a particular degree of skill along this aspect. Although differing in the posted average weighted means for every item, yet, all the domestic employers across the three (3) Congressional Districts rated the Kasambahay's skill on the average, but not one item is assessed by the employers as a shopping or marketing task

the Kasambahay had evidently shown a remarkable degree of skill. In relation to this, the result of the study conducted by Chong, Kwan, Chi, Lou, and Leung (2014) disclosed that spousal caregivers who provided personal care related to activities of daily living were more likely to be distressed if they were not assisted by domestic helpers. Anggia and Teuku (2018) in Indonesia, suggested that the government need to focus more on the skill and capacity building of migrant workers, by also imposing the social protection approach towards them.

Table 5. Kasambahay’s Skill in Doing the Laundry as Household Servicing Task

Item Statements in Doing the Laundry As Household Servicing Task	CD1		CD2		CD3		Total	
	AWM	Des	AWM	Des	AWM	Des	AWM	Des
27. Sorting clothes and other articles for washing.	4.32	HS	4.28	HS	4.30	HS	4.30	HS
28. Taking care that washed clothes are not discoloured	4.20	S	4.29	HS	4.12	S	4.20	S
29. Removing stains either in white or colored clothes	4.12	S	4.06	S	3.93	S	4.04	S
30. Making washed clothes smell fresh	4.25	S	4.21	HS	4.09	S	4.19	S
31. Washing clothes either manually or with the use of a washing machine	4.08	S	4.30	HS	4.23	HS	4.20	S
32. Folding clothes neatly and storing them correctly in linen closets or cabinets.	4.30	S	4.20	S	4.13	S	4.21	HS
33. Ironing clothes carefully.	4.28	HS	4.13	S	3.85	S	4.09	S
Total AWM	4.22	HS	4.21	HS	4.09	S	4.18	S

Rating Scale:	Description:
4.21 – 5.00	HS Highly Skilled
3.41 – 4.20	SaS Satisfactorily Skilled
2.61 – 3.40	MS Moderately Skilled
1.81 – 2.60	SIS Slightly Skilled
1.00 – 1.80	L Learning

Doing the laundry is one of the time-consuming household tasks, and also requires a lot of patience and care from the Kasambahay. The domestic employers in Congressional District 1 and 2 rated their Kasambahay as Highly Skilled sorting out clothes for washing and ironing 4.22. and 4.21, respectively, contrary to the weighted mean posted by domestic employers in Congressional District 3 (4.09), described as Skilled manifesting average level skill. As the ILO (2011) defined that domestic workers are those who work in and for a household or households in an employment relationship (Convention No. 189), they recalled that these people perform a range of services and tasks; they may cook, clean the house, wash and iron laundry, watch over young children, take care of the elderly or the sick, take care of the family garden, drive the family car, guard the house and/or even take care of the family pet. They clarified that although domestic workers perform essential services for the wellbeing of families and the smooth functioning of the national economy, they have long been ignored in labor legislation and social policy.

Table 6. Kasambahay's Competence in the Use and Maintenance of Household Materials and Equipment

Item Statements in the Use And Maintenance of Household Materials And Equipment	CD1		CD2		CD3		Total	
	AWM	Des	AWM	Des	AWM	Des	AWM	Des
1. Identifying household cleaning tools and equipment according to use.	4.34	HC	4.06	C	4.20	HC	4.20	HC
2. Preparing the correct cleaning tools and equipment correctly.	3.87	C	3.99	C	4.19	C	4.02	C
3. Following instructions or directions correctly in handling different tools, equipment, supplies and materials.	3.98	C	3.88	C	3.99	C	3.95	C
4. Cleaning tools and equipment after using.	3.70	C	4.09	C	4.18	C	3.99	C
5. Returning tools and equipment in storage rooms after using	4.03	C	4.11	C	4.16	C	4.10	C

6. Not exposing equipment, whether electrical or manual, to rain and water.	4.02	C	3.69	C	4.03	C	3.91	C
Overall WM	3.99	C	3.97	C	4.13	C	4.03	C

Rating Scale:	Description:
4.21 – 5.00	HS Highly Skilled
3.41 – 4.20	SaS Satisfactorily Skilled
2.61 – 3.40	MS Moderately Skilled
1.81 – 2.60	SIS Slightly Skilled
1.00 – 1.80	L Learning

Table 6 focused on the Kasambahay’s competence in the use and maintenance of household materials and equipment necessary for the determination of their holistic competence in this line of work.

It can be inferred that household employers noticed a particular deficiency among the Kasambahay, that of caring and taking extra care of household materials or equipment being used in the household of their employer (item 6). Remarkably, informal conversation with the domestic employers disclosed that only a small number of Kasambahay displays care and maintain household materials and equipment like these were their things. Another consideration for this deficiency can be attributed to the fact that the Kasambahay lacked the necessary formal training along this line of work. The study of Sibal & Foo (2016) found that foreign domestic workers inadequately meet the requisites for digital and information literacy, which are indispensable yet lacking among many low-skilled migrants. Aside from this, Platt, Yeoh and Acedera (2014) also declared that due to Singapore’s stringent migration regime, whereby foreign domestic workers are required to live-in with their employers, domestic workers often find their access and use of ICTs subject to a high degree of surveillance and regulation by their employers. Reliance upon communications technology by both domestic workers and their employers necessitates a renegotiation of social relations in the household. Findings and insights of the study of Battistella, Park, and Asis (2011) recommend that programs on migration must be improved to promote awareness and understanding of basic policies, rights and decent work conditions. Migrant workers’ education program reinforced with post-arrival orientation programs in the destination countries must be improved.

Table 7. Kasambahay's Competence in the Practice of Occupational Health and Safety Procedure

Item Statements in the Practice of Occupational Health And Safety Procedure	CD1		CD2		CD3		Total	
	AWM	Des	AWM	Des	AWM	Des	AWM	Des
1. Keeping work areas neat and orderly.	4.62	HC	4.35	HC	4.43	HC	4.47	HC
2. Maintaining halls and floors free of slip and trip hazards.	4.02	C	4.05	C	4.21	HC	4.09	C
3. Removing waste materials and other fire hazards from work areas.	4.09	C	3.92	C	4.18	C	4.06	C
4. Reading, and following directions on how to use electrical appliances before use.	3.91	C	3.92	C	4.01	C	3.95	C
5. Knowing how to handle electrical equipment correctly	4.14	C	3.81	C	4.10	C	4.02	C
6. Handling equipment with care. Never use electrical equipment in wet surfaces	3.95	C	3.66	C	4.23	HC	3.95	C
Overall WM / Des	4.13	C	3.95		4.19	C	4.09	C

Rating Scale:	Description:
4.21 – 5.00	HS Highly Skilled
3.41 – 4.20	SaS Satisfactorily Skilled
2.61 – 3.40	MS Moderately Skilled
1.81 – 2.60	SIS Slightly Skilled
1.00 – 1.80	L Learning

Another basic aspect of Kasambahay's household servicing work is the practice of occupational health and safety procedures while on the actual performance of the household task. This aspect is crucial as it is specifically provided in RA 10361 that in no way should the worker's safety be endangered while in the actual performance of her duties.

Notably, of the six (6) situation-specific items, the practice of keeping the work areas neat and orderly to avoid untoward incident is the procedure which has been consistently practiced by them, thus, the Highly Competent rating. It should be pointed out that this particular aspect of the Kasambahay's work requires reading and understanding the printed texts or labels of household products. It should be pointed out that in the survey of personal profiles of Kasambahay, data indicated that although there were those who finished third

and fourth year high school, the majority were only able to acquire an elementary education. It would follow that the Kasambahay would be remarkably deficient in this aspect of household servicing. Similarly, the results of the study of Poole (2013) disclosed that higher-skilled former multinational workers are better able to transfer information, and higher-skilled incumbent domestic workers are better able to absorb information. Salih (2015) concluded that the best way to deal with the problems faced by domestic workers is the inclusion of them in all aspects of employment and health and safety protection, the regulation of domestic work, and a review of the domestic workers ‘visas. Wang and Wu (2017) suggested that there is a need for developing training and educational programs about legal rights protection and cultural competency for domestic helpers and the need to promote domestic helpers’ access to health care and social welfare and opportunities for career advancement, and provide respectful working conditions.

Table 8. Kasambahay’s Relationship with Employers and with others

Item Statements in the Relationship of Kasambahay with Others	CD1		CD2		CD3		Total	
	AWM	Des	AWM	Des	AWM	Des	AWM	Des
Showing respect for employer’s authority and responsibility	4.70	E	4.25	VS	4.54	E	4.49	E
Not disclosing information about the private lives or affairs of their employers.	4.38	E	4.20	VS	4.18	VS	4.25	E
Not using derogatory language about their employers, both written and verbal.	4.27	E	3.97	VS	4.21	E	4.15	VS
Not encouraging male/ female employers to take advantage of them by having a personal illicit or sexual contact, or other verbal or nonverbal conduct of sexual nature.	4.02	VS	3.98	VS	4.24	E	4.08	VS
Not abandoning clients or employers when they are still in need of their services.	4.18	VS	3.98	VS	4.19	VS	4.12	VS

Not making their personal affairs interfere with their abilities to fulfil their responsibilities.	4.17	VS	3.89	VS	3.96	VS	4.00	VS
Understanding the importance of nonverbal communication through facial expressions, posture and behaviour.	4.17	VS	3.95	VS	4.22	E	4.11	VS
Maintaining a behaviour that does not offend anybody.	4.14	VS	3.78	VS	4.13	VS	4.01	VS
Overall WM / Des	4.25	E	4.00	VS	4.21	VS	4.15	VS

Rating Scale:	Description:
4.21 – 5.00	E Excellent
3.41 – 4.20	VS Very Satisfactory
2.61 – 3.40	S Satisfactory
1.81 – 2.60	FS Fairly Satisfactory
1.00 – 1.80	NS Not Satisfactory

Since Kasambahay's work is servicing household, including the members of the family, relationship with others play a vital role in their achievement of satisfaction and contentment in the workplace. Remarkably, the domestic employers gave a high rating on how the Kasambahay demonstrate an interpersonal relationship with them as employers and with other people around them. It can be noted that the domestic employers reveal that the Kasambahay's ways and manners are ethical, despite the level of formal education and the absence of formal training in the actual performance of their duties. The average weighted means posted in every situation's specific item tends to disclose the fact that the Kasambahays hold their employers in high esteem and respect. In addition, the Kasambahay's servile attitude, tend to be a contributing factor to their high competence in dealing with their employers and with others.

Related to this result is the study of French & Lam (1988) which states that the relationship between employers and their live-in servants is a paternalistic one. Thus while these women are paid a salary each month, they must maintain a respectful and obedient attitude towards their employers, who in turn treat them as a father would a child. In caring for the welfare of their servants, various

sanctions are imposed by the employers; for example, few Filipina domestic workers are allowed out at night time and most have to be home by a certain hour on their day off. On the other hand, Marais (2016) also disclosed that caring and connectedness emerged as the main theme that characterized the domestic worker's positive employment relationships. This finding is consistent with the broaden-and-build theory which proposes a positive behavioral cycle which results from reciprocal actions.

CONCLUSIONS

On the basis of the findings, it can be concluded that the domestic employers find their Kasambahay as skilled in household servicing tasks such as cleaning, caring for the children, cooking, marketing and doing the laundry; competent on the use and maintenance of household materials and equipment and in practicing occupational health and safety standards. They rated the attitude of their Kasambahay as Very Satisfactory in the way the latter relate with their employers and others.

TRANSLATIONAL RESEARCH

The findings of this study highly suggest to uplift the value and worth of domestic workers locally and internationally from the law and thereby afford them with all their rights and privileges, welfare and protection against violence, prejudices and discrimination.

RECOMMENDATIONS

The government must consider allocating funds to TESDA for the training of domestic helpers on the use and maintenance of household materials and equipment and in practicing occupational health and safety standards. Domestic helpers should be required to obtain a National Certificate from TESDA as proof of their skill before applying for a kasambahay job.

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