



Solutions for Using Domestic Workers Effectively in Vietnam

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Abstract

In the trend of globalization and international economic integration, the proportion of women joining the labor force is increasing in order to get money for their family's need and consolidate their position in the society. This entails the need to look for a domestic worker so that the homeowner can feel secure working without having to worry about arranging a reasonable time to balance work and life. Accordingly, the domestic labor market labor is also growing, not only serving the needs of domestic families but also the tendency of exporting domestic workers to other countries in the world. However, there are many shortcomings in the employment of housekeepers, as well as the abuse of labor, or domestic workers, show behaviors, misconduct (property of theft, beatings of children, or ill-treatment of the elderly). All of these negatively affect the growth of the labor market, while the housework helps to create a stable income for many lower-skilled people who are hard-pressed to participate in higher-quality labor markets. This paper is based on surveys and surveys in Hanoi to show some aspects related to the current situation of employing domestic workers and policy implications.

Keywords: Domestic workers, efficient use / utilization of domestic workers, policies



1. Introduction

Domestic workers are people who regularly perform household chores as reflected in a contract of employment that is repeated over a specified period of time (hourly, daily, weekly or monthly) in one or more households. Housework includes housekeeping, cleaning, child care, caring for the sick, caring for the elderly, driving, gardening and other household chores but not related to commercial activities. People working for families include workers living in the employer's home and workers who do not live in the employer's home. In the early 2000s, the difficulties of domestic workers began to attract the attention of the ILO. Main issues that the ILO identified and discussed in 2007 were issues of working time, wages, workload, time of rest, social security, sexual abuse and joining Trade Union. The biggest problem is that housework is not considered as a real occupation, so it is often not regulated by labor law. The fact that domestic workers are not a part of a regulated profession is a consequence of the notion that housework is an unskilled job and part of the responsibility of the female who are wives, mothers have to do without pay and value.

In Viet Nam, the proportion of women in labor force is increasing (more than 70% of working-age women). When many women go to work, the balance between work and family can become a burden. Surveys of household living standards in Viet Nam show that women still have to shoulder their housework compared to men, and women remain unpaid family workers. Etymology is still common in society. In that context, housewives, mostly women, play an important role not only in each family, but also in the national economy. The domestic worker is also involved in the labor market; they also help other working-age women to do things they cannot handle if they still have to shoulder all of their responsibilities. Around 53 million domestic service people in the world and Vietnam are expected to have around 350,000 domestic workers by the year 2020. Not only in the country, but also many more opportunities for working overseas such as Taiwan and Macau (China), Cyprus, Malaysia or Saudi Arabia. The need to help families increase both inside and outside the country to become decent work for employees is an indispensable trend to recognize the socio-economic contribution of this kind of labor in modern society. To achieve this, it is necessary to have policies and measures to bring home-workers from "spontaneous", untrained to professional and managed. The above mentioned issues have a significant impact on the balance and sustainable development of the family-care profession in particular and the overall welfare of society. This article aims at providing some insights on the current situation of employment of domestic helpers in general and to propose solutions to the problem of utilizing domestic workers more effectively in the future.

2. Methodology

This study is based on both primary and secondary data sources. Secondary data sources are taken from articles, studies and reports by organizations such as the Center for Gender Studies, Family and Community Development (GFCD) and the International Labor Organization (ILO).

Sources of primary data were collected through a survey of 161 domestic workers who were working and living in the owner's house on the 4 districts of Hanoi (Hai Ba Trung, Ha Dong, Cau Giay, Tu Liem). The survey was conducted over a period of 3 months (from January to March, 2018) through face-to-face interviews and sent to employment agencies. The statistics are processed and aggregated with preliminary statistics as to the number of specific criteria through descriptive statistics. Also studied in-depth interviews directly 10 domestic workers in the form of conversation sharing revolves around advice and opinions related to labor policies.

Based on these data, the authors synthesize, analyze and compare the situation of the efficient use of domestic labor from which to draw policies to use domestic labor in accordance



with labor law, consistent with the direction of the state and developing and expanding the healthy domestic labor market to meet both national and international need.

3. Research results

3.1. Domestic workers are mainly female, over 40 years old and have low educational level

Table 1 shows that 97.5% of female domestic workers are female; the number of domestic workers is very small (2.5%) focusing on jobs such as driving and caring for plants.

Table 1: Structure of domestic workers by some demographic criteria

| Criterion | | Number (person) | Percentage (%) |
|-------------------|---------------------------------|-----------------|----------------|
| Percentage (%) | Female | 157 | 97.5 |
| | Male | 4 | 2.5 |
| Age | Under 25 years old | 7 | 4.3 |
| | From 25 to 40 years old | 36 | 22.4 |
| | From 41 to 50 years old | 55 | 34.2 |
| | Above 50 years old | 63 | 39.1 |
| Marital status | Single | 18 | 11.2 |
| | Married | 120 | 74.5 |
| | Other (Divorced / Widowed. ..) | 23 | 14.3 |
| Educational level | Under primary school | 22 | 14.9 |
| | Primary and secondary education | 101 | 62.4 |
| | Higher secondary school | 38 | 22.7 |
| Total | | 161 | 100 |

Source: Collected from the survey of the authors, 2018

Most of the workers are aged 40 or over (73.3%). In addition, the number of housekeepers aged 25-40 also accounts for a relatively high proportion (22.4%). This indicates that the average age of domestic worker is on the downward trend. This shows that there is a change in the perception of the role and status of the sex workers in the society, and the family careers are gradually recognized and expanded; Younger people are more likely to choose a job as a family.

At the age of 25 and over, nearly 90% of housekeepers were married, of which 14.3% were divorced or widowed. Family members as female contribution to financial source in Vietnam are becoming increasingly popular. For elder people who was difficult to find another job in the labor market, selecting housework as a temporary solution to help them get more.

In addition, domestic servants often have low education levels, mainly Primary and secondary education (62.7%), higher secondary school accounts for 22.7%; while the proportion of people under primary school is 14.9%. This is consistent with the fact that higher educated people have the opportunity to choose the more valuable jobs in the labor market. In addition, the maids in previous statistics often came from rural areas and wanted to work in the "leisure time" period, so the education level was low.



3.2 Current situation of domestic workers' job

Firstly, about working experience and job search channels

As shown in Table 2, most domestic workers have 1-3 years of working experience. Due to the fact that in the past, housework has not been considered as a valuable occupation, but in the past 10 years, doing housework has been widely recognized and appreciated in Vietnam. Workers who help their families have a certain perception of the profession and the number of people involved in the labor market in recent years has also increased, causing their working time to vary from one to three years. In addition, the number of people working 5 or more years also accounts for 24.2%. These family assistants are mainly people who have been engaged for quite a long time and have a low turnover rate.

Table 2: Experience and job search channels for domestic workers

| Criterion | | Number (person) | Percentage (%) |
|---------------------|--|-----------------|----------------|
| Working time | Under 1 year | 32 | 19.9 |
| | From 1 to less than 3 years | 67 | 41.6 |
| | From 3 to under 5 years | 23 | 14.3 |
| | From 5 years or more | 39 | 24.2 |
| Job search channels | Looking for work Relatives and relatives | 34 | 21.1 |
| | Acquaintances, friends | 70 | 43.5 |
| | Job center | 46 | 28.6 |
| | Other (Television, Newspaper, ...) | 11 | 6.8 |
| Total | | 161 | 100 |

Source: Collected from the survey of the authors, 2018

Job search channel is mainly through acquaintances, friends (43.5%); through job centers (28.6%). Next, finding a job through the help of relatives, relatives or their referrals (21.1%); The rate of job seeking through other channels such as TV, radio or luck found themselves very low (6.8%). The explanation for this may be that the maids are mostly female and have relatively low levels of education, accessing to modern job search channels is limited, so through acquaintances, referral friends are still the most preferred option. On the other hand, as the demand for housework employment in urban areas tends to increase, the emergence of more job centers in the context of the fast-growing supply and demand to bring clearer information about employers and employees fast leads to the need to find a job through a reputable, quality brokerage center.

Secondly, the maid has no contract of employment

The results of the survey (Table 3) show that 77.6% of employment agreements do not have a labor contract, only 22.4% have signed labor contracts, although the government stipulates the servant must sign a labor contract during the employment agreement. Causes come from the employer, the helper and the parties involved. They may believe that signing a contract is not necessary, even adding to the trouble of changing jobs. They could look for a new job more easily if the current job is no longer appropriate. Therefore, the change of attitude towards "contract signing" still need time to change the thinking and behavior not according to the labor law of the



parties concerned and the State should also have sanctions to treat to raise the sense of responsibility of the concerned parties legally.

Table 3: Contract form is used

| Agreement form | Number (person) | Percentage (%) |
|----------------------------|-----------------|----------------|
| Signed contract (document) | 36 | 22.4 |
| No contracted | 125 | 77.6 |
| Total | 161 | 100 |

Source: Collected from the survey of the authors, 2018

Thirdly, workers mainly do not refer to the Labor Code when negotiating with the employer

Table 4: Establishment of employment agreement between domestic workers and their employer

| Agreement criterion | Number (person) | Percentage (%) |
|--|-----------------|----------------|
| Refer to the information in the labor market | 74 | 45.96 |
| Refer to Labor Code | 9 | 5.59 |
| Refer to friend, relatives | 66 | 40.99 |
| No reference | 12 | 7.45 |
| Total | 161 | 100 |

Source: Collected from the survey of the authors, 2018

Table 4 shows that only a small number of laborers refer to the Labor Code when they enter into an employment agreement (5.59%), they agree to work mainly through labor market consultation (45.96%) and relative referrals (40.99%). In addition, 7.45% of the agreement is not based on references, which indicates that potential risks may occur in the duration of work if the employee is not knowledgeable about legal aspects.

Fourthly, the income of workers is low, the number of days off is less

The average monthly income of the maids (Table 5) is from VND 3.5 to less than 5 million (67.7%). Some jobs require higher, more complex or employers have better treatment regime, the average income they receive is VND 5 million or more (only 19.3%) of the total surveyed. In addition, there are still 13% of people earning less than VND 3.5 million (this is legally enforceable because they are entitled to at least the regional minimum wage).

Table 5: Monthly average income and average number of vacation days per domestic worker

| Criterion | | Number (person) | Percentage (%) |
|------------------------|---------------------------------|-----------------|----------------|
| Average monthly income | Below VND 2 million | 2 | 1.2 |
| | From VND 2 to under 3.5 million | 19 | 11.8 |



| | | | |
|----------------------------|--------------------------------|------------|------------|
| | From VND 3.5 - under 5 million | 109 | 67.7 |
| | From VND 5 million or more | 31 | 19.3 |
| Average number of days off | No rest period | 96 | 59.6 |
| | From 1 - 2 days | 47 | 29.2 |
| | From 3 - 4 days | 12 | 7.5 |
| | From 5 days or more | 6 | 3.7 |
| Total | | 161 | 100 |

Source: Collected from the survey of the authors, 2018

In addition, the average number of days off for a maid in a month (excluding time to return home or have a job) was 59.6%; 29.2% were off for 1-2 days and only 11.2% for 3 days or more. This data shows that maids having days off are on average less than 1 day/week. This is contrary to the provisions of the Labor Code of Vietnam (2012), working time not exceeding 48 hours/week and 8 hours/day. In other words, domestic workers are not really interested in homeownership. The state should have more appropriate policies to ensure the interests of workers.

Fifthly, about the type of work that the maid undertakes

Table 6: Types of work for domestic workers

| Type of work | Number (person) | Percentage (%) |
|------------------------|-----------------|----------------|
| Housework | 79 | 49.3 |
| Child care | 71 | 44.6 |
| Caring for the sick | 3 | 1.8 |
| Caring for the elderly | 4 | 2.5 |
| Driving | 2 | 1.1 |
| Gardening | 1 | 0.7 |
| Total | 161 | 100 |

Source: Collected from the survey of the authors, 2018

Type of job (Table 6) was mainly housework (49.3%) and child care (44.6%). Helpers taking care of children are often accompanied by housework, house cleaning, etc. The reason is that most of the women in urban areas still participate in social work to earn a living and affirming the position themselves should tend to hire maids to look after children and house care. The others employed for caring for the sick (1.8%); caring for the elderly (2.5%), drivers and gardeners (1.8%).

The need to employ domestic workers increases the demand for employment and participation in the home-help market. Statistics show that the number of assistants has increased significantly over the past eight years. In Viet Nam, the number of domestic workers has increased by nearly 100,000 from 157,000 in the year 2008 to 246 thousand in the year 2016.

The demand for long-term helps (3-5 years) is high, and 73% of them want to help their cohabitation with their families. In addition, the demand for childcare and homecare employment also accounts for the majority and tends to increase in the next years.

With the increase in both the need to employ workers as well as to find and participate in the domestic help market, the need for training and the formation of training institutions to



provide high quality labor force. According to a survey conducted by the Center for Gender, Family and Community Development Research, more than 90% of house workers in Vietnam have not completed the training program. At the same time, 86.7% of households are using domestic workers thought that providing knowledge and skills for domestic workers are necessary; and 87.6% of that are willing to pay more than the market pay level for trained maids. Therefore, the formation and improvement of the system of training and development of domestic workers is extremely urgent to meet and improve the capacity of domestic workers in Vietnam.

Most of the surveyed workers have the desire to train basic knowledge and skills in the use of home appliances, child care skills, food processing, knowledge of safety and food hygiene. However, in Vietnam, the number of training centers and centers for servants is not much and does not meet the current training needs. This raises the need for labor management agencies, private organizations to develop and provide a more systematic training for domestic workers.

Due to the increasing demand for both quantity and quality of domestic labor, the State management agencies should pay attention to the development of human resources for labor. In recent years, practical programs and activities aiming at the development of domestic workers have been continuously implemented and achieved certain achievements. The projects for housewives have been operating in Hanoi as well as other provinces in Vietnam for many years in order to aim at the sustainable development of the labor force assisting family. At the project review meeting in the year 2017 and development of the work plan in the year 2018, the Hanoi Women's Union has pointed out many difficulties and challenges encountered in addition to the achievements in the process toward a sustainable development of household resources and towards the development of next year's action plan and the premise for development in the coming time.

Sixthly, workers are primarily concerned with wages when working on a contract

Table 7: Concerns of housemaid when agreeing to work

| Criterion | Rate (%) |
|--|----------|
| Wages/salaries | 84.5 |
| Insurance | 10.6 |
| Living, working and working conditions | 66.5 |
| Working time, rest time | 41.0 |
| Trust, concern of the host | 75.8 |
| The importance of homeownership | 33.5 |
| Other | 5.6 |

*(Note: Each person can select more than one option)
Source: Collected from the survey of the authors, 2018*



Accordingly, when asking what factors were most concerned about when working (Table 7), more than 84.5% of salary options. Next is the trust, concern of the host (75.8%). Accommodation, working and working time, rest are also factors that are of concern to the domestic workers during the employment agreement. The importance of homeownership is also quite interesting when accounting for 33.5%. Finally, insurance schemes with a high interest rate of 10.6%, which restricts workers' rights when they are sick or when they are out of work. In order to promote the development of the family assisting market, the State should promulgate policies and sanctions to raise awareness among concerned parties about the insurance to ensure the interests of the workers with prevention of illness and loss of labor.

4. Conclusions and recommendations

In addition to the need to participate in household chores in the country, now helping the family abroad is a trend that is being concerned in Vietnam in particular and the world in general. In Vietnam, the number of laborers working abroad has increased over the years. According to the Department of Overseas Labor Management, Ministry of Labor, Invalids and Social Affairs, the total number of export workers to work overseas in the first 9 months of the year 2017 was 92,671 people, reaching 105.25% over the same period last year. This shows that the demand for participation in overseas labor markets is increasing. However, stakeholders must overcome threads to meet the standards of laborers working abroad about the capacity and commitment to work professionally and comply with the laws of the host country.

In order to promote the efficient use of domestic labor force in the coming time, avoid the violation of labor law on both sides, causing certain consequences such as mistreatment of the servants, or a maid who behaves inappropriately with the child, stealing, etc. It has a negative impact on the maid as well as the household who employs the maids leading to the damage for society. In order to improve the efficient use of domestic labor in the coming time, stakeholders should pay attention to some aspects as follows:

Firstly, for domestic maid employers

- *Using labor in accordance with Labor law*

A significant portion of motivational impairments and negative behaviors are the effects of unlawful labor use both before, during and after the employment agreement. As a matter of fact, 77.6% of the respondents did not sign a labor contract before working while there were regulations on the performance of labor contracts with domestic workers since several years back. The use of domestic workers without a labor contract makes the bond more loose. This can lead to certain risks such as a maid who can leave unexpectedly, free without warning, causing inconvenience and interruptions in the work of the landlord. Besides, negative behaviors such as theft and child abuse can also occur while the underlying cause is not present. This leads to a decrease in the servants' commitment, the use of domestic workers to meet many difficulties and disadvantages. This shows that homeowners who are hiring reputable, well-regulated family workers who comply with state regulations will minimize the risks that may occur when hiring a worker. At the same time, the basis of the work agreement becomes clearer, the facilitator understands and understands the rights and obligations in the engagement, enhances the spirit of equality, straightforwardness and direction to build a healthy working relationship.

- *Respect and take initiative in building a strong bond*



In addition to employing domestic maids to comply with state regulations, home-based employers should pay attention to establishing a relationship with a maid. Taking positive interest and expressing the desire to engage will receive direct positive feedback from the maid. Besides, the host should also respect the intention and frankly communicate with the maid. According to the survey, up to 75.8% are concerned about the importance of the owner. Respecting domestic workers will motivate them to participate in a more productive life, contributing to the cohesion of the housemaid.

- *Adjustment to income patterns and interest, treatment, and trust for domestic workers*

Apart from expressing the sentiment, attention and respect for and employment of domestic laborers in accordance with state regulations, the employers of domestic helpers also need to pay attention to important factors such as the income regime; the interest, treatment and trust of the landlord and job system for maids.

In addition to communicating clarifications on the income patterns the maid may receive from the homeowner and job center, appropriate adjustments are needed to improve the satisfaction of the maids toward the enhancement their cohesion with the host. According to many comments, the salary/wages they received was not really satisfactory. In addition to evaluating work, landlords should consult and understand wage rates in the market as well as the amount of work entrusted to make appropriate adjustments to the income of the maids in order to increase cohesion and keeping employees.

Not only paying attention to the balance between work and remuneration for the performance, the homeowner should also consider the structure of the income paid to the maid. As discussed above, the income includes salaries and other expenses for the maid. Thereby, the landlord should adjust the proportion of the components that make up the maid's income. Other reductions and increases in wages should be considered and implemented regularly. At the same time, the landlord should reduce the amount of in-kind items that can be counted in the income to the appropriate amount and increase the wage rate for the maid. Changing the structure of such income helps to satisfy the mentality of the maid but still ensures the economy for the hostess thereby enhancing the satisfaction and the cohesion of the maid.

In addition, from a servant's perspective, they always want to receive fairness, satisfaction and value. Therefore, the study and adjustment of wages is fair and competitive in the market is extremely necessary. A competitive salary helps a maid satisfy a large amount of work with no value at the same time and get better results when compared. This directly affects the satisfaction and attachment of the maids to the owner.

The care, treatment and trust of the owner will include a part of material value and the rest is of spiritual value and emotional life. For material value, homeowners also need to pay attention to balance and satisfy the maid with suitable payment. The more important part is the mental value, the value that has a great impact on the emotional and bonding of the two sides. According to some comments, many homeowners feel that they do not trust the main maid so they are often cautious and alert to the maid at the beginning. Specific evidence is the installation of cameras to track and collect identity cards, written commitment when the new servants come to take the job. This has created a gap in relationships and cohesion that seems to have been greatly affected. It is difficult for the landlord to be aware of the maid because of the fact that the maid is irresponsible and behaves badly. The downside of this, however, is that it will have a certain impact on the process of collaboration and the sustainability of the relationship.

In addition, the host should pay close attention to discuss and express his or her views with the maid. This increases the reliability, minimizes the anxiety of the landlord and helps the maids see the problem, strive to strengthen the bonding firmly.



For the maid's job, the practice is without transparency standards and requirements, leading to difficulties for the maid to perform. However, many jobs make the maids feel inhibited and pressure. When people feel inhibited, uncomfortable or pressured they may have inactive behaviors or positive inhibition that they want to give up even if the relationship can break down. These consequences apply to the maid as a manifestation of the deterioration of attachment motivation when the maid feels inhibited, pressured on the task assigned.

In fact, the work delivered to the maid often does not have specific systems and standards. The serviceman will perform and be responsible for all tasks within the scope of his or her type of work. There may be some inadequacies in the assigned work as well as in the results of evaluating the work of the maid. This will cause frustration for the maid and reduce the motivation and attachment to the host.

In order to avoid these consequences, the landlord should pay special attention to the system of work carried out for the maid. The assignment should be clear, transparent and based on the respondent's ability. In addition, for work that can create stress and pressure on the housekeeper, the homeowner needs to express his or her opinion, expressing interest and properly evaluating the results to obtain the image through suitable action. It shows the understanding and recognition of the landlord for the maid and contributes to promoting cohesion in the relationship of both parties.

Secondly, for domestic servants

- *Update knowledge of laws, social knowledge to improve perception of work, occupation and life*

Up-to-date knowledge of law, social knowledge helps the maid better understand. This will help the maids receive legitimate values while helping the maids better aware of the job, the role and the value of the bond. This reduces the dissatisfaction and enhances the cohesion of housework workers with homeowners.

- *Develop oneself through self-improvement, knowledge, skills and ethics training*

Lack of knowledge and skills in the employment of domestic workers can be a barrier to the attachment of domestic workers to employers. Many employers are willing to pay higher wages when the worker is knowledgeable, or skilled. They argue that knowledgeable and experienced people are reliable and can stick with their families. Training, self-development are encouraged so that home-based workers are encouraged to increase their trust, mutual satisfaction, and strengthen cohesion on both sides.

In addition, the accumulation of professional ethics and a correct view of duty and responsibility bring satisfaction to the employer of domestic workers, contributing to the enhancement of cohesion from both sides.

- *Actively expressing opinions and views on emerging issues that may cause dissatisfaction or conflict with the owner.*

Dissatisfaction and conflict in life is inevitable. But there is a need for a skillful and effective solution that would otherwise lead to major conflicts and consequently serious consequences later on. Therefore, an advice and also a solution for the servant to increase the cohesion of themselves and the owner is to actively express ideas and views on possible problems. Disgruntled as well as in conflict with the landlord. Being open and active is always necessary to prevent, resolve dissatisfaction. By expressing self-views, dissatisfaction and lack of satisfaction do not affect the attachment of the sex worker to the host. At the same time sharing of views will help both the sex worker and the employer become more intimate and connected.



Thirdly, for state management agencies

- *Develop and implement awareness raising programs for domestic workers*

Aiming at raising awareness for housework workers on occupational issues contributes to promoting understanding and motivation for housework, organizing and conducting advocacy activities. Providing educational and training program is necessary.

Awareness raising requires regular research, development, implementation, evaluation and reporting to ensure continuity and effectiveness. In addition, the development and implementation of education and training programs should be carefully invested, monitored and evaluated annually.

On the other hand, when implementing the program, attention should be paid to the practicality and the level of popularity of the programs offered to filter and reach the full and effective.

- *Improve the legal system for laborers working in the family in particular*

Another solution to the efficient use of labor is to consult and consider adjusting and supplementing some of the provisions governing the servant and the assisting employer with the terms governing the assurance. Clarify the rights and obligations of the parties involved. This solution is long term and requires huge investment of resources but can bring great effect. Therefore, it is necessary to study carefully as well as have proper orientation in the construction and implementation.

- *Regular communication on laws and regulations to ensure the use of domestic workers to comply with labor laws*

Communication solutions are mainly provided by labor-related agencies such as job centers, labor organizations, etc., to ensure objectivity. It is, however, also the solution that employers can use to directly affect the perceptions of workers who work in the home, as well as express their views on the desire to be attached and work together for a long time. Communication should address some of the following aspects:

- *Income communication:* According to many studies and assessments, income today is not the most important factor to motivate and retain talents as well as employees. However, for those who work for the family, income plays a dominant role, stimulating motivation and cohesion in the work process. Thus, income satisfaction not only maintains a positive working status but also stimulates the contribution and attachment of the maid. Because of that, the proposed solutions based on the income regime will be aimed at the satisfaction of the domestic worker about their income regime.

Actually, many people understand that income is the salary they receive. Assistants often have psychological leave behind the pay and the items received when comparing income. On the other hand, the results of the income comparison have created a state of satisfaction for the maids. Thus, with poor knowledge, not enough income, will greatly affect the satisfaction of the maids in the income mode they receive. Thereby, the communication and clarification of the maid's income received is extremely necessary.

On the other hand, many maids claim that the salary they receive is not worth for their living expenditure. They believe that they can find a better job, have higher incomes and may be willing to leave if other places offer higher pay. This shows that the tendency of the maids to judge the level of competition, fairness and satisfaction of the income they receive is not high. Consequently, the right communication solution improves the perceptions of the housemaid on the fairness, adequacy and competitiveness of the income they receive more accurately, contributing to reducing the negative impact on motivation and cohesion of the maid.



For income communication solutions, the main responsibilities of the relevant agencies such as job placement centers, labor organizations, etc., as well as the employer of domestic helpers. When communication needs to be flexible and relevant to the situation, avoid rigidities and misalignments in the communication process.

- *Communication about the treatment, the concern and trust of the landlord:* In addition to income, the treatment regime with the care and trust of the host has a great influence on the cohesion. The host's attention, trust, and treat for the maid reflects the level of affection and desire of the landlord and the maids. But with many helpers, compensation is the obligation and necessity that the landlord needs to do for them. Some differ from the "forward-looking, back-to-back" view that building relationships through engagement is a matter for homeowners to take the initiative before. It is these ideas, which have a great influence on the cohesion of the maid. Therefore, the appropriate communication about the treatment, the care and trust of the landlord to create a good two-way relationship towards enhancing the cohesion of the maid is essential.

- *Communication on ideas and views on housework:* According to the survey results, the attitude of the maids is improving positively. Many people think that helping a family is a good job, bring stable income and intend to stick with the profession. However, this view also has indirect negative effects on the degree of cohesion of domestic workers. The "good job, high employment opportunity" attitude leads to the need to jump to find a better place to be formed and to have a greater impact on the cohesion of domestic workers. It is therefore important that the cognitive communication of the housekeeper on the stability and cohesion of the work. The facilitator needs to know and understand the role and value of cohesion and the disadvantages of moving behind diverse employment opportunities.

Media content should convey meaning and relevance to the value of engagement and the disadvantages of moving to avoid the role of attachment in the process of engaging in domestic work. The main responsibility for communication is with the homeowner, job center, labor authority, etc. However, the host must be skillful in presenting the communication message in the negotiation process and co-operate. For job placement centers, labor management agencies, in addition to communication through sharing and discussion, should have good ways in which messages can be incorporated into applicable policies and regulations. That leads to facilitate proper custody of the housekeeper.



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