



**EXPERIENCES AND CONDITIONS OF
DOMESTIC WORKERS, THE ROLE OF
STAKEHOLDERS AND THE STRATEGIES IN
MITIGATING DOMESTIC WORK ABUSES IN THE
NORTH-WEST REGION, NIGERIA**

**Centre for Gender Studies with the Support of
Rosa Luxemburg Stiftung (RLS), West Africa**

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ACRONYMS AND ABBREVIATIONS

CGS	Centre for Gender Studies
CBOs	Community-Based Organizations
CRA	Child Rights Act
CSOs	Civil Society Organizations
ILO	International Labour Organization
ILOC	International Labour Organization Convention
KIIs	Key Informant Interviews
LGAs	Local Government Areas
NAPTIP	National Agency for the Prohibition of Trafficking in Persons
NGOs	Non-Governmental Organizations
NPF	Nigeria Police Force
NSCDC	Nigeria Security and Civil Defence Corps
RLS	Rosa Luxemburg Stiftung
VAPP	Violence Against Persons Prohibition

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The views and recommendations shared by the researchers are their opinions and perspectives and do not represent the views of the Rosa Luxemburg Stiftung West Africa.

EXECUTIVE SUMMARY

The Centre for Gender Studies (CGS), Bayero University Kano in collaboration with the Rosa Luxemburg Stiftung (RSL) conducted a study with a view of documenting the experiences and conditions of domestic workers in the north-west region with a view to better understand the experiences and conditions of domestic workers. Other objectives of the study were understanding what legal framework, protection and gaps in laws protecting domestic work exist, the role of stakeholders in mitigating abuses in the domestic work industry with a view of contributing towards developing strategies for mitigating domestic work abuses. A conceptual review across relevant sections in line with key practices and situations of the female workers in the domestic work employment and issues concerning long hours of work, workload, poor remuneration, lack of voice, privacy issues, abuses (sexual, physical and verbal), ill-treatment, among others. Other sections include an overview of the legal framework, the international framework, and basic rights of domestic workers, etc. The methods adopted contains the research design, brief background of the study area, population of the study, sample size and sampling techniques, instruments of data collection, and the methods of data analysis. Mixed methods of quantitative and qualitative techniques were used in the study targeting relevant categories of the population in the two states of Kano and Katsina in the north-west region focusing on selected LGAs using the multi-stage and purposive sampling techniques. The following formed the targeted categories – domestic workers, victims of domestic work abuse, NGOs, CSOs, CBOs, officials of the NPF, NAPTIP and Hisbah. Others are lawyers/judges, academics and women associations/groups. The questionnaires were administered by research assistants, who were trained and monitored during the administration of the questionnaires to the respondents. Other targeted categories of respondents identified were interviewed using Key Informant Interview (KII) guide accordingly. Overall, the quantitative data was supplemented with the qualitative data using a sample size of three hundred and eighty-four (384) respondents for the quantitative data and twenty-six (26) respondents for the qualitative data in the two states in the north-west region. Proportionately bearing in mind the geographical spread, thus, 1 LGA (in Katsina State) and 2 LGAs (in Kano state) were selected. The quantitative and qualitative data, as collated from the questionnaires administered and KIIs, are presented thematically in accordance with the research objectives focusing on

the experiences and conditions of domestic workers in the north-west region highlighting the legal framework, protection and gaps in laws protecting domestic workers, the role of stakeholders in mitigating abuses in the domestic work industry and the suggestions on the appropriate strategies for mitigating domestic work abuses. The study has established that the duration of stay of domestic workers in the region, with less formal contracts for protecting the rights and interests of workers. There are no direct contracts for domestic workers, which leads to variability in working conditions, wages, and other employment-related benefits within the region. The study concludes that workers are subjected to continuous work without breaks leading to workers becoming burnout affecting work-life balance, rest, and overall well-being thereby negatively impacting on the physical and mental health of the workers. Fluctuating or unfixed work hours with variations in working conditions, with some workers having shorter work hours while others work longer hours which can impact on work-life balance and overall well-being. Workers hardly get the benefits of overtime pay, sufficient days-off and personal skill works while they are subjected to different forms of abuse while working. The study had established that maltreatment is rampant across the different categories of people that domestic workers encounter while discharging their tasks. There is the need for advocacy and empowerment initiatives that would encourage domestic workers to attempt to create a more organized and empowered workers collective. There is an urgent need to shift focus towards full implementation of Child Rights Act and Violence Against Persons (Prohibition) Act and Child Rights Laws and Violence Against Persons (Prohibition) Laws of several states.

INTRODUCTION

Domestic work is regarded as any form of work performed in or for a household(s), and any individual in such an employment relationship is referred to as a domestic worker. Domestic workers, fondly referred to as “house-helps”, are common in almost every part of the globe. Their dominance is apparent in many households engaging in handling the services of, majorly, neglected and/or increased responsibilities within the family structure. Participants in domestic work have been reported to be highly racialized, gendered and classed. Indigenous and migrant women, children, and increasing men have been reported to be highly active in the domestic work industry. Previous studies and reports from the ILO, other international organizations and national statistical agencies have evidence that most domestic workers are women from the bottom ladder of the social stratification; 83% of the domestic workers’ population constitutes women representing 7.5% of the global female workforce (ILO, 2011).

Despite the benefits of domestic work, several issues still abound on the part of the employers in the domestic work employment relationship. This is due to the established and unequal power relationship between employers and domestic servants in the employment relationship. The diverse forms of abuses and maltreatments of maids and house-helps depict one of the areas deserving investigation since domestic workers, unlike other employees, are hardly in control of their work activities and context. The unique attribute of their work environment (the employer’s home) exposes them to a greater chance of being abused, exploited and their rights infringed. Employers dictate working terms and conditions, and the pace of work. Their rights to decent work and living are often contravened. In view of this, the general implications of the employers’ attitude towards domestic workers are considered. Germane issues from the reported experiences of the workers such as long hours of work, workload, lack of voice, abuses and ill-treatment, health and safety concerns, maternity protection, etc. call for urgent need for consideration to stop unethical practices in the domestic work industry.

It is against this background that the Centre for Gender Studies (CGS), Bayero University Kano in collaboration with the Rosa Luxemburg Foundation (RSL) conducted a study with a view of documenting the experiences and

conditions of domestic workers in the north-west region with a view to better understand the experiences and conditions of domestic workers. Other objectives of the study were understanding what legal framework, protection and gaps in laws protecting domestic work exist, the role of stakeholders in mitigating abuses in the domestic work industry with a view of contributing towards developing strategies for mitigating domestic work abuses.

AIM AND OBJECTIVES

The broad aim of this study is to investigate the working conditions of domestic workers in north-western Nigeria. The specific objectives are as follows:

1. To document the experiences of domestic workers in the north-west region.
2. To examine the legal framework, protection and gaps in laws protecting domestic work in the north-west region.
3. To study the role of stakeholders in mitigating abuses in the domestic work industry.
4. To suggest recommendations from relevant stakeholders on the strategies to mitigate domestic work abuses in the north-west region.

CONCEPTUAL REVIEW

This section presents a conceptual review across relevant sections in line with key practices and situations of the female workers in the domestic work employment and issues concerning long hours of work, workload, poor remuneration, lack of voice, privacy issues, abuses (sexual, physical, and verbal), ill-treatment, among others.

CONCEPT OF DOMESTIC WORK/DOMESTIC WORKER

Domestic work: The Domestic Workers Convention described domestic work as “work performed in or for a household or households” (ILO, 2011, No. 189). **Domestic worker(or house help):** According to the Domestic Workers Convention, a domestic worker is “any person engaged in domestic work within an employment relationship” (ILO, 2011, No. 189). A domestic worker may work on full-time or part-time basis; may be employed by a single household or by multiple employers; may be residing in the household of the employer (live-in worker) or may be living in his or her own residence (live-out). At the 20th International Conference of Labour Statistics in 2018, the following statistical definition of domestic workers was adopted: “workers of any sex employed for pay or profit, including in-kind payment, who perform work in or for a household or households to provide services mainly for consumption by the household. The work may be performed within the household premises or in other locations.” (ILO 2018b, para. 104.). A domestic

worker may be working in a country of which she/he is not a national, thus referred to as a **migrant domestic worker**. Majority of domestic workers are live-in domestics. Though they are often accommodated, their lodgings are not as typically as comfortable as those set aside for the family members. In some cases, they sleep in the kitchen or small rooms (ILO, 2011). In view of these submissions, this study on understanding the experiences and conditions of domestic workers in the north-west region focuses on female domestic workers only.

In many countries they are completely excluded from labour law and social security protection, or inferior standards apply. Most domestic work is informal i.e. performed outside of labour regulations and social protections. The fact that domestic workers are employed in private homes, they are invisible as workers and isolated from others in the sector. Especially live-in domestic workers are economically and personally dependent and thus working on the good or bad will of their employers. Private homes can be “safe havens”, however, growing evidence suggests domestic workers are exposed to a range of unhealthy and hazardous working conditions (WIEGO, 2021). In same the vein, domestic workers are more often than not, excluded from vacation time, sick time, and overtime, many of these workers are subjected to abuse, sexual harassment, and social inequality. However, because domestic workers work in private households, their struggles are seldom brought out of the public spotlight. (Adesina, 2014; Aibangbe, 2015; Bello, 2018; Manbe, 2016; Salihu & Chutiya, 2016; USDS, 2019; ILO, 2015).

TYPES OF DOMESTIC WORKERS

Basically, from the discussion one may classify Domestic worker into **LIVE- IN** and **LIVE- OUT**. While Live-in Domestic Worker lives in the Employers 'place of abode, being accommodated and fed, sometimes being given medical attention when required, Live-out on the other hand, are domestic worker coming from his/her place of abode and not otherwise. Depending on the nature of his\her terms of engagement, live-out domestic worker normally works from morning to evening and sometimes night. Compared to live in, live-out domestic worker enjoys some level of freedom and privacy, at least from when he\she leaves his\her place of work to when he\she returns.

A domestic worker whether live- in or live- out, may be **paid** or **unpaid** domestic worker. Unpaid domestic work or service does not signify absence of any consideration for the work done, it signifies a situation where domestic worker receives other benefits than monetary entitlement such as relatives. His\her entitlement rests on the maintenance offered him\her by the employer, which ranges from shelter, feeding, hospital bills, and other entitlements in kind rather than cash (Chidi & Olanrewasu, 2018). This may extend to the worker's immediate family. Paid domestic worker on the other hand, receives certain amount of money either on monthly, weekly or hourly basis as he\she might have agreed with his\her employer. The worker may well receive other benefits in addition to cash payments, such as feeding or shelter or both.

Similarly, domestic worker may be the national of his employer's country or a foreigner as in the case of migrant domestic worker for example one secured through "Kafala". The kafala system is a legal framework defining the relationship between migrant workers and their employers in Jordan, Lebanon, and all Arab Gulf states but Iraq. It was created to supply cheap, plentiful labor in an era of booming economic growth, and its defenders argue that it benefits local businesses and helps drive development. But the system has become increasingly controversial, and there is growing recognition that it is rife with exploitation. The lack of regulations and protections for migrant workers' rights often results in low wages, poor working conditions, and employee abuse. Racial discrimination and gender-based violence are endemic (Robinson, 2021).

Child Domestic Worker

The ILO (2021) estimates that, globally, as many as 7.1 million children under the age of 17 work in domestic service, especially in the developing world. They are particularly hidden and among the most difficult to survey (ILO & WIEGO 2013). The informal employment arrangements in which these children work exclude them from labour and social protection. Their isolated workplace makes it difficult for them to exchange with other children or seek help in case they face problems. Child domestic workers are usually defined as children under the age of 18 years who work in the household of people other than their closest family, doing domestic chores, caring for others, running errands, and sometimes helping their employers run small businesses from home (Gamlin, Camacho, Ong, & Hesketh, 2015). Child domestic workers seem to be common in Nigeria, with the children often being sent by their parents to earn extra money. The use of children as domestic servants continues to be common in many parts of the world, these children are very vulnerable to exploitation: often they seem to be deprived of rest and are required to work for long hours; many suffer from lack of access to education, which may likely contribute to social isolation and a lack of future opportunity (Chidi & Olanrewasu, 2018).

KEY PRACTICES AND SITUATIONS OF THE FEMALE WORKERS IN THE DOMESTIC WORK

Long Hours of Work

Employers in Nigeria are expected to task workers to work for 40 hours a week as provided for in the ILO standards and recommendations. However, the situation of typical domestic workers is different. According to the Labour Act (1990), section 13(1) stipulates that the normal work hours for any form of employment shall be fixed by mutual agreement between parties to the employment contract, or by industrial or organizational bargaining, or industrial wage boards. For domestic work, which is non-organizational and non-institutional, it is expected that hours of work should be mutually agreed by the employer and domestic servant. However, studies have shown that full-time domestic workers who live with their employers mostly have the terms of employment, including hours of work, unilaterally decided by the employer leaving the servants exposed to long hours of work with high-stress levels and exploitation.

Workload

The practice of subjecting domestic workers to long hours of work is work overload. Employment legislation in Nigeria has spelled out provisions relating to work overload for all workers. Section 13 of the Labour Act has provided for rest and voluntary overtime work for all categories of workers across the nation. Section 13(7) specifically provides that in a period of seven days, workers are entitled to a day rest which shall not be less than 24 consecutive hours. However, this is not the case with domestic workers. For instance, observers have pointed out that most domestic workers do not have a spelled-out job description and are made to perform any jobs as demanded by their employers. A study of domestic workers in Nigeria found that employers completely take over the daily routines of their domestic workers, especially the live-ins, and subject them to work strenuously making it extremely difficult to manage their personal lives. Such servants work – day and night – cooking, washing, cleaning, ironing, caring for the children, etc. Some workers are additionally required to work on the business premises of the employer besides the established household duties and responsibilities.

Poor and Deceptive Remuneration

The rate at which domestic workers are rewarded in Nigeria is highly at the discretion of the employer except in rare cases. Studies have shown that most domestic workers are in employment without agreed terms thereby making them susceptible to being deceptively or poorly rewarded. In rare cases where there are oral agreements, such is respected by the employers. Justifying the low wage, some studies have reported several cases where domestic workers are argued to have been paid in kind through free accommodation, meal, sponsored education and other incentives, benefits, and allowances. Apart from the declaration of false attractive salaries and other deceptive maneuvers, in some instances, even the poor remuneration is not received by the workers, but sent to their families, especially in the case of child workers. Many of the live-in workers are without pay, but their employers are expected to educate them as a form of remuneration for their services. Some explained that they are remunerated in kind through care. Those who were paid for their services also complained of low and irregular remuneration.

Lack of Voice

In terms of having the opportunity to organize themselves, join or form unions, and having voice mechanisms, domestic workers in most parts of the developing countries are still left in the dark. Although, Nigeria has ratified and domesticated the ILO convention 87 which provided for freedom of association and protection of the right to organize for all workers; domestic workers in the country do not have associations or belong to any union. Both the 1999 constitution as amended and the Trade Union Act, 1973 (as amended) provides for freedom to form and join union or associations for all categories of workers. Section 1(1) of the Act defines a union to be “a combination of workers or employers, whether temporary or permanent, the purpose of which is to regulate the terms and conditions of employment of workers ...” Despite the provisions allowing domestic workers to organize, their collective organization and voice continue to be a mirage.

Most domestic workers lack individual voice or non-union voice; let alone having the opportunity to collectively bargain and have a collective and representative voice in the determination of the terms and conditions of their

employment. Domestic workers' employers in Nigeria are highly intolerant of workers' voice and their voice is privileged over the workers as they can hire and fire at will. It has been observed that employers typically shout at them when they air their opinion or issues, or they air their grievances, they have no input or suggestions on how they do their jobs. Furthermore, in some instances when they try to speak up, their employers become violent in some cases.

Privacy Issues

Paramount among the fundamental human rights as provided by the United Nations is an individual's right to privacy, i.e., the right to one's personal and physical space. As women constitute most domestic workers in Nigeria and one of the major constraints, they face in the course of work is the protection of their privacy rights. Article 6 of the ILO Domestic Work Convention 189 (2011) provides for decent and good living conditions that take full cognizance of the privacy of domestic workers who live in their employer's residence. In Nigeria, although citizens enjoy privacy rights with regards to their homes and personal properties, there are no specific statutory provisions that guarantee the privacy and its enforcement in the workplace. It has been observed that some of the domestic workers, especially the live ins, do not have a private room. They explained that they share rooms with their employers' children or are made to sleep on the couch in the living room. Those who have private rooms among the workers also complained of unapproved and unexpected entrance into the rooms by their employers and their children at times.

DOMESTIC WORK ABUSES: PSYCHO – SOCIAL AND ECONOMIC EFFECTS

Article 5 of the ILO Domestic Workers Convention 189 provides for the absolute and unconditional protection of domestic workers from all forms of abuse, harassment, and violence. In the same vein, section 46 of the Labour Act 2005 as amended provides for stringent penalties for any employer who ill-treats or neglects any worker whom he has employed under the provisions of the Act. Besides the legal provisions, morality and ethics value the dignity of every human being and frown at the maltreatment or abuse of any form on anyone.

Despite these provisions, criminal abuse of domestic workers is prevalent among employers in Nigeria. Domestic workers face many abuses from their masters, and sometimes persons related to the masters such as family members, friends and even neighbors. According to the International Domestic Workers' Federation, some domestic workers face various forms of inhumanity: physical abuse, intimidation, threats, bullying, sexual assault, harassment, being provided poor quality food and a lack of privacy. Serious instances of violence, including murder, have been documented (ILO, 2011, No. 189). Generally, abuses faced by domestic workers can be categorized and explain as follows:

1. Physical Abuse

Physical abuse generally includes punching, hitting, slapping, kicking, and strangling etc. Physical violence against domestic workers ranges from slaps to severe beatings using implements such as shoes, belts, sticks or household implements; knocking heads against walls; and burning skin with irons, among other forms of violence. Employers may cause physical abuse so severe that it leads to a domestic worker's hospitalization or death. For example, Human Rights watch interviewed Widyaningsih, a twenty-seven-year-old domestic worker, who was hospitalized after returning from employment in Saudi Arabia. She had received surgery on her ears due to injuries caused by repeated beatings on her head, and had several scars on her arms and feet from her employer having beaten her with a cable and other implements (Human Right, 2006).

In a report on physical abuse of domestic workers in Nigeria, Egielewa (2018) found out that pouring hot water and hot food as well as burning parts of the body constitute the major and frequent abuses suffered by domestic workers. In a case reported by Lambo (2019), an employer lacerates a 10-year-old maid with a razor blade for stealing milk in Oyo State Nigeria. Similarly, Akindele (2018) reported a case of an employer who pours hot water on her 13-year-old maid in Port Harcourt, Rivers State. The 13-year-old narrated her experience as follows:

I have been living with her for some time and have been sleeping on the bare floor. On that day, after working for a whole day, I was tired and slept off using the couch to support my body. I woke up from the shock of my boss pouring hot water on me. I ran for safety, but she pushed me to the ground and started beating me as well (Akindele, 2018).

Another case has been reported by Nwaubani (2017) of Titi, one of countless young girls working as domestic servants in cities across the nation, far from their own homes in rural Nigeria or neighboring countries such as Benin. “Sometimes, she beat us,” said Titi, recounting the businesswoman who had flogged the girls for the smallest mishaps, such as breaking a plate. “Sometimes, she didn’t give us breakfast till after 1 p.m., and my bed had been the floor.”

Kabir (2022) in a HumAngle a media network website reported how Nigerian children used as house helps face life of abuses. From his narration, John Akinkunmi (not real name) a 10-year-old boy said his boss usually feeds him once daily and as a result, he steals from the kitchen. On Sunday, Feb. 6, 2022, after the young boy was caught stealing meat from his boss’s pot. His boss used a razor blade to inflict deep cuts on the minor’s body. There were over 10 different slashes on the victim’s body, causing him to lose pints of blood.

Another woman was reported to have beaten Faith a 10-year-old maid to death in Anambra, Southeast Nigeria on March 11, 2021. Similarly, on April 23, 2018, a 12-year-old house help in Anambra had her intestine ruptured and was also tortured in her privates by her employer whom she worked with.

The employer inserted sticks into Faith's private parts and turned them over several times. In the process, her reproductive systems were ruptured leaving Faith needing multiple surgeries. In another related incident, an employer was reported in Lagos on April 23, 2020, for torturing her maid to death over a dispute about salary arrears and stealing of noodles. Similar case was reported on June 16, 2018, an employer for tortured her 10-year-old house help with a hot iron for damaging the knob of a tap on the premises of her residence in the Iyana Ipaja area of Lagos. And for not washing a kettle properly, an employer blinded a 12-year-old boy in one eye. The issue occurred at Ikeja, Lagos on July 7, 2016. Another report was published on July 14, 2020, a 14-year-old-house help was tortured by her employer in a lighter hot knife in Kaduna.

2. Psychological Abuse

In the world over domestic workers suffered psychological abuse in form verbal abuse-harsh insults, threats and belittlement which is often accompanies physical abuse and takes place in a total situation of excessive workloads, sleep deprivation, insufficient or poor-quality food, and inferior living conditions. For example, "Latri, a fifteen-year-old domestic worker in Indonesia, human right, "I did not like my employer because she would shout at me, call me a shit and dog. I did not feel comfortable. Why am I being treated this way? I could not stand my employer's treatment of me." (Human Right, 2006).

3. Sexual Abuse

While sexual abuse can be a form of physical abuse, it can however include both physical and non-physical components. It can involve rape or other forced sexual acts or withholding or using sex as a weapon. Isolation in the household, and lack of privacy or of conditions to ensure their personal security, place domestic workers at risk of sexual harassment and assault. The true dimensions of sexual violence against women and girl domestic workers may never be known; under reporting is likely to be significant due to workers' isolation and the deep social stigma attached to sexual assault. Human Rights Watch has collected the testimonies of domestic workers in numerous countries; in most cases, the victims endured sexual violence because they were unable to escape, felt acute financial pressure to remain in their jobs, or were under

threat of greater harm if they did report (Gaby, 2000).

Sexual abuse of domestic workers in Nigeria, constitute the worst unethical actions extended to them by their employers. This kind of abuse is highly predominant among female live-in domestic workers (Nesbitt-Ahmed, 2016). The reason is not unlikely as they are mostly at the mercy of their employers and their spouses. These sexual assault and violence faced by these workers range from propositions and illegal sexual advances, rape threats, unapproved touching and kissing, groping, to continuous rape. According to a report contained in Punch Newspapers (5 April 2018), a popular news tabloid in Nigeria, a 48-year-old pastor was arrested for defiling a 12-year-old housemaid in Lagos. Also, the same news agency on 3rd November 2017 reported that a 39-year-old man defiled his 13- year housemaid in Lagos, Nigeria. Falayi (2017) narrated the experience of a 13-year-old who was raped her mistress' husband as follows:

The first time he raped me, and I bled, I reported to madam when she got back home. She did not do anything about it. There was a time madam was in the sitting room, he came to where I was and carried me to his room. I tried to struggle but he held me down and said she would stab me if I made any noise. When he finished, he told me to get out of the room and to keep quiet because I was crying. I still went to report to his wife, and she did nothing about it (Falayi, 2017).

4. Food Deprivation/Excess Workload

One of the most common forms of mistreatment that serves to reinforce the subsidiarity of domestic workers' status in the household is the withholding of food or providing poor quality or rotten food. In some cases, as in Titi's experience above, domestic workers are literally starved, and forced to steal food and suffer sometimes brutal consequences if discovered or to rely on the kindness of neighbors and others for basic sustenance. This treatment becomes a form of physical and psychological abuse. Another example can be brought to light of a 12-year-old Aisha who is one of many underage girls working as domestic help moving around, doing domestic chores in cities across Nigeria. Aisha during an interview with Odey, (2021) reported as follows:

I wake up before Fajr (the Muslim pre-dawn prayer). I clear my things and sweep the sitting room, then boil water for bathing on the firewood. After prayers I clean the compound, rooms, and kitchen, go to market, wash clothes, fetch water, etc. (Odey, 2021).

Aisha is given food twice and not allowed to have any friends and any mistake made was accompanied by serious beating. Aisha does not know how much she earns, but 5,000 naira (about \$7) is paid monthly to her agent, who takes a percentage before sending what is left to her parents in the village. Aisha has not been back to the village since she left and only gleans information about her family whenever her agent visits the house to check that employer is satisfied with Aisha's services. Aisha pulls out a mattress that is tied up and hidden behind a door and unrolls it into place. That is where she makes her room every night (Odey, 2021).

Abuses suffered by these workers include psychological, physical, sexual, verbal, to mention a few. The most prevalent among these abuses is verbal abuse. Its frequency and widespread among employers of domestic workers is considered high. Nagging, shouting, screaming, and the use of derogatory labels and jokes have been reported by domestic workers as the common forms of verbal abuse they suffer. Just like verbal abuse, physical abuse is also common among the violent experiences of domestic workers in Nigeria. Found mistakes at work, negative response to employer's instructions, disagreements with members of the household, and sometimes wickedness as antecedents of physical violence and abuse of domestic workers. A large chunk of stories has been reported in the dailies on how employers physically abuse their domestic servants.

AN OVERVIEW OF THE LEGAL FRAMEWORK

The International Framework:

On the 100th session of the International Labour Conference, in June 2011, the ILO adopted Convention No 189 and supplementing Recommendation No 201 regulating the terms and conditions of work for domestic workers. The coming into the force of this Convention was an unprecedented breakthrough moment for domestic workers whose calling within the domestic employment attracts and gains specific international legal recognition in a holistic manner. It was also a landmark moment for the international labour law regime that incorporated within the ILO documents a human rights approach, which is sectorally based, stemming from the view that although domestic work is ‘work like any other,’ it should also be treated as ‘work like no other’(ILO, 2011).

Irrked by the worrying trends and difficulties, and excruciating agony being faced by domestic workers especially women, the ILO, as an international institution focusing on labour issues, mentioned that:

The increased participation of women in the workforce, the intensification of work and the absence of strong social policies permitting the balancing of work and family life, ensure the ongoing importance of and increased demand for, domestic workers in most developed and developing economies. Yet domestic work tends to be undervalued and poorly regulated, manifesting the lack of decent working conditions that is particularly characteristic of the informal economy. Thus, domestic workers have enabled many other workers, particularly women with families, to participate and advance in the productive, formal economy, thereby achieving greater affluence; however, they themselves often do not have the rights and protections necessary to ensure that they enjoy conditions of decent work.

The primary responsibility of every responsible government is to maintain law and order and accord its citizens especially the weaker and vulnerable ones from unnecessary exploitation from the powerful figures in the society. There are plethora of various rights and protections applicable to a domestic

worker. However, this paper focusses on the following minimum standards as widely recognized by both national and international law: Basic rights of domestic worker; Information on terms and conditions of employment; Hours of work; Remuneration; Occupational safety and health; Social security; Standards concerning child domestic workers; Standards concerning live-in workers; and Standards concerning migrant domestic workers.

The Nigerian Framework:

There is a plethora of legal frameworks regulating to some extent the concept of domestic labour in Nigeria. At the international level, the most important legal instrument is the International Labour Organization's (ILO) International Labour Conference of Convention 189 concerning Decent Work for Domestic Workers, to which Nigeria, is a party to, and ratifies it, but not yet domesticated. The legal implication here is that Nigeria, being a dualist nation, is required, pursuant to section 12 of the 1999 Constitution (as amended) to enact the legislation domesticating the Convention, before it becomes binding. Nevertheless, there are several pieces of legislation and policy domesticating and entrenching a number of ILO's C189 standards for regulating domestic work. There are policies that recognize paid domestic work including the Labour Regulations.

Who is a Domestic Worker?

The starting point under the ILO Convention (ILO C189), is who is a domestic worker capable of enjoying legal protection under it. In an answer to that it defines 'domestic work' as follows:

Article 1 – For the purpose of this Convention,

- a) The term “domestic work” means work performed in or for a household or households.
- b) The term “domestic worker” means any person engaged in domestic work within an employment relationship.
- c) A person who performs domestic work only occasionally or sporadically and not on an occupational basis is not a domestic worker.

In the same vein, the term ‘domestic worker’ is recognised in the Nigerian jurisprudence through various legislative enactments. For instance, Section 91 of the Labour Act, uses the term “domestic servant” to mean “any house, table or garden servant employed in or in connection with the domestic services of any private dwelling house, and includes a servant employed as the driver of a privately owned or privately used motor car”. Similarly, section 73 of the Employee’s Compensation Act, defines “employee” as a “person employed by an employer under oral or written contract of employment whether on a continuous, part-time, temporary, apprenticeship or casual basis and includes a domestic servant who is not a member of the family of the employer”.

Furthermore, Section 9 of the National Minimum Wage (Amendment) Act, defines “worker” as “any member of the civil service of the Federation or of a State or local government or any individual (other than persons occupying executive, administrative, technical or professional positions in any such civil service) who has entered into or works under a contract with an employer whether the contract is manual labour, clerical work or otherwise, expressed or implied, oral or in writing, and whether it is a contract personally to execute any work or labour”. For all intent and purposes, this definition is all-encompassing and includes domestic workers as beneficiaries of the provisions of the Act.

Gleaning through these definitions, can we safely conclude that the term ‘domestic worker’ is clearly defined and within the ambit of law, and as such be accorded all forms of legal protection.

What then is the implication of this definition to the concept of domestic work? Is the domestic worker, for all intent and purpose be considered an ‘employee’ within the context of employer/employee relations or in other words, does the domestic servant contractual relationship enjoy a statutory flavour like that of an employer/employee relation (whether in public or private employment)? It is pertinent that getting the appropriate answers to these important questions will guide a healthy and fruitful discussion on the status of a domestic worker within the Nigerian legal framework.

To answer this poser, it is expedient and necessary to navigate through the legal prisms put in place to regulate the affairs and or condition of

service of a domestic worker in Nigeria. The starting point is the extent of Nigeria's international obligation under ILO Convention (ILO C189). As earlier discussed, although the ILO C189, is ratified but not domesticated, nevertheless all the salient principles are embedded and entrenched. The most principal legislation governing the conduct of any form of employment in Nigeria is the Labour Act, which crucially recognises the concept of a domestic worker. Apart from the Labour Act, other legislation are germane and play a crucial role in shaping the fate of domestic workers. The legislation are among other things, the Pension Act, NSIT, Minimum Wage Act; Child Rights Act, NAPTIP, etc.

Basic Rights of a Domestic Worker:

A domestic worker is entitled to the freedom of association and the effective recognition of the right to collective bargaining; the elimination of all forms of forced or compulsory labour; the effective abolition of child labour; and the elimination of discrimination in respect of employment and occupation. These basic rights are sacrosanct and covered under Article 3.2 of the ILO Convention.

Although the Convention is not domesticated, these rights are sacrosanct and accorded protection under the Constitution in the following manner to with:

(a) Freedom of association and the effective recognition of the right to collective bargaining:

Section 40 of the 1999 Constitution guarantees freedom of assembly and association to "every person", particularly concerning membership in "any political party, trade union or any other association for the protection of his interests". This provision is expansive and therefore covers all domestic workers.

(b) Elimination of all forms of forced or compulsory labour

Section 34(b) 1999 Constitution states, "no person shall be held in slavery or servitude", while Section 34(c) states, "no person shall be required to perform forced or compulsory labour". The non-exclusive language used

should extend these provisions to domestic workers.

(c) Elimination of discrimination in respect of employment and occupation and Effective abolition of child labour

Section 17(3) 1999 Constitution states, “The State shall direct its policy towards ensuring that (a) all citizens, without discrimination on any group whatsoever, have the opportunity for securing adequate means of livelihood as well as adequate opportunity to secure suitable employment [...]” and “(e) there is equal pay for equal work without discrimination on account of sex, or on any other ground whatsoever.[...] (f) children, young persons and the age[d] are protected against any exploitation whatsoever, and against moral or material neglect”. The protection against “any exploitation whatsoever” would appear to include exploitative child labour and should extend to children working in domestic service.

Furthermore, the prevalent practice of engaging young and underage children in the name of domestic work and subjecting them to servitude, slavery and exploitation is tantamount to human trafficking, which is prohibited and a serious offence as well. Section 22 of the Trafficking in Persons (Prohibition) Law Enforcement and Administration Act, provides that: “Any person who [...] (b) employs a child to work in any capacity except where he is employed by a member of his family or light work of an agricultural, horticultural or domestic character, or [...] (d) employs a child as a domestic help outside his own home or family environment...” commits an offence and is liable to the sanctions outlined in the section, in accordance with sections (b) and (c).

As a corollary to this, the long-established practice (common in the Northern part of the country) of sending underage boys from rural to urban areas under the guise of searching for Qur’anic education otherwise known as ‘*almajirchi*’, engaging in forced begging or hawking, is not only illegal but constitutes an offence of human trafficking, which attracts a punishment of up to 10 years imprisonment. Additionally, it is also a common practice (in the Southern part), where young girls are sent from rural to urban under the guise of working with a big madam or rich family. However, they either end up working in a brothel or even serving as a domestic maid but are subjected to all forms of sexual abuse and exploitation. It is no longer news that underage

girls recruited from villages under the guise of working in big cities end up under the shackles of brothels where they end up serving up to 10 men on a daily basis. The most annoying part is that all the proceeds of the prostitution are kept with their Madam (who is their Employer) and other men (posing as securities) guarding the girls to forestall any chance of escaping or spilling the bean.

(d) Right to Compulsory Education:

It is a National Policy that every child is entitled to basic and compulsory primary education. This covers domestic workers below the age of 18 years who are not deprived of this right or interfere with opportunities to participate in further education or vocational training. To put it in proper perspective, this right is guaranteed under S.15 of the Child Right Act, which provides that: “every parent or guardian shall ensure that his child or ward attends and completes his (a) primary school education; and (b) junior secondary education”. The Act further specifies penalties for non-compliance with this stipulation.

(e) Protection against all forms of abuse, harassment and violence:

To properly safeguard the interest of every domestic worker against all forms of abuse and ill-treatment, section 46 of the Labour Act states, “Any employer who neglects or ill-treats any worker whom he has contracted to employ in accordance with this Part of this Act shall be guilty of an offence” and establishes penalties for such actions. Despite the legal protection, domestic workers are subjected on daily basis to all forms of harassment, abuse and degrading treatment. Society looks at them with the utmost disdain and treats them like semi-human being or lesser breeds that deserve no form of respect, dignity and protection.

(f) Right to Fair Terms of Employment and Decent Working Conditions:

It appears difficult to comprehend this right and put it into real perspective. What is the yardstick for determining fair employment terms and decent working conditions? In a developing world like Nigeria, where workers under

formal employment are grappling to get the minimum employment terms and decent working conditions, how much more for domestic workers? The prevalent practice where domestic workers reside in the same household with their masters, it is difficult to entrench decent working conditions vis-à-vis respect for their privacy. They are normally related to the backyard or ‘boys’ quarters’ where basic facilities available in the main house are mostly not there.

Despite the general disenchantment, aberration and moral rectitude towards this right, it still enjoys the backing of the law. Section 65 of the Labour Act states that “The Minister may make regulations providing for (a) the engagement, repatriation or supervision of domestic servants; (b) the employment of women and young persons as domestic servants; (c) the housing accommodation and sanitary arrangements of domestic servants; and (d) the conditions of domestic service generally.”

Section 17 (3)(b) and (c) of the Constitution (as amended) states that “The State shall direct its policy towards ensuring that [...] (b) conditions of work are just and humane and that there are adequate facilities for leisure and for social, religious and cultural life; and (c) the health, safety and welfare of all persons in employment are safeguarded and not endangered or abused”.

The use of non-restrictive language (“all persons in employment”) implies the State’s responsibility to direct its policy towards ensuring safe and healthy working environments are provided for domestic workers.

Section 88 (1)(b) authorizes the Minister to make regulations “requiring employers to report any accident involving the death of or injury to a worker or domestic servant, in cases not coming within the provisions of any other enactment”.

Clearly, these provisions manifest recognition of the need to take measures to ensure that domestic workers enjoy fair terms of employment and decent working and living conditions.

(g) Minimum wage coverage, where such coverage exists, and that remuneration is established without discrimination based on sex.”

This is provided pursuant to Article 11 of the ILO Convention, which is

yet to be domesticated into National Law. Despite the non-ratification of this Convention, as we have seen previously, most of its provisions are entrenched in the Nigerian corpus juris. But the nagging question here is whether domestic workers are entitled to this right. This paper examines the relevant legal provisions to determine whether a domestic worker is entitled to a minimum wage like other formal employees.

Section 2 of the National Minimum Wage (Amendment) Act appears to necessarily exclude domestic workers from the workers to whom employers are required to pay at least the national minimum wage by stating that *this requirement “shall not apply to [...] an establishment in which less than fifty workers are employed” – a situation applicable to almost all domestic workers.*

Section 88(1)(d) of the Labour Act authorizes the Minister to make regulations “imposing upon persons who have accepted the services of any worker or domestic servant without paying wages, therefore, the obligation to provide for the maintenance of the worker or domestic servant during sickness or in old age.”

The combined effect of these provisions clearly exempts domestic workers from enjoying the minimum wage “domestic servants” or other workers during their period of employment but instead stipulates (only) maintenance during sickness or in old age. This appears to allow a “loophole” to tolerate wage slavery for domestic workers.

METHODOLOGY

This section deals with the research methodology. Specifically, it consists of the sections on research design, brief background of the study area, population of the study, sample size and sampling techniques, instruments of data collection, and the methods of data analysis.

Research Design

Mixed methods of quantitative and qualitative techniques were used in the study. The combined methods were adopted using the multi-stage and purposive sampling techniques. Quantitative data collection was used to collect data from targeted members of the general public in the select LGAs using structured questionnaires. The questionnaires were administered by research assistants, who were trained and monitored during the administration of the questionnaires to the respondents. Other targeted categories of respondents identified under the scope and limitations section were interviewed using Key Informant Interview (KII) guide accordingly. Overall, the quantitative data was supplemented with the qualitative data.

Research Location

The North-West Nigeria as one of the six geo-political zones in the country has a population of over 30.6 million. It is made up of seven states including Jigawa, Kaduna, Kano, Katsina, Kebbi, Sokoto and Zamfara. The region is the native homeland of Hausa people, with the Fulani tribe being the second largest tribe in the region. The geopolitical zone has an estimated population census of 33 million, with about 80 percent of the population reported to be farmers, pastoralists, agro-pastoralists and small-scale entrepreneurs (International Crisis Group, 2020). The region has been facing high poverty rates in the country despite its economic potentials as millions within this enclave lack access to basic health care, water, housing facilities, and education. The zone also has the lowest number of students enrolled in formal education despite the regions long and proud history of Islamic and Arabic education. Although much of the region is savannah, it is still surrounded by vast forests which have become hideouts for criminals including highway robbers, cattle rustlers, and kidnapers. The north-west region has a total of 186 LGAs as shown in the distribution in Table 1:

Table 1: Number of Local Government Areas per State

S/N	State	No of LGAs	Geo-Political Zone
1	Jigawa	27	North-West
2	Kaduna	23	North-West
3	Kano	44	North-West
4	Katsina	34	North-West
5	Kebbi	21	North-West
6	Sokoto	23	North-West
7	Zamfara	14	North-West
	Total	186	

Population of the Study

The study targeted relevant categories of the population in the two states of Kano and Katsina in the north-west region focusing on selected LGAs using the multi-stage and purposive sampling techniques. The following formed the targeted categories –

- i. Female domestic workers
- ii. Victims of domestic work abuse
- iii. NGOs, CSOs, CBOs
- iv. Officials of the NPF, NAPTIP and Hisbah
- v. Lawyers/Judges
- vi. Academics
- vii. Women Associations/Groups

Sample Size and Sampling Techniques

A sample size of three hundred and eighty-four (384) respondents were used for the quantitative data and twenty-six (26) respondents for the qualitative data in the two states in the north-west region. Multi-stage cluster

sampling was used in the selection of the senatorial districts, Local Government Areas (LGAs), wards and locations. A combination of probability and non-probability sampling techniques were deployed to select the sample, targeting twenty-six respondents (stakeholders and victims of domestic work abuse) across two selected states, which entails the use of stratified proportionate, availability and purposive sampling techniques for the qualitative segment and 384 respondents for the quantitative segment from the rest of the categories respectively. Proportionately bearing in mind the geographical spread, thus, 1 LGA (in Katsina State) and 2 LGAs (in Kano state) were selected. Based on the population of 23846184, 384 were selected to serve as the population for the quantitative data as suggested by Research Advisers (2006). Therefore, 233 respondents were selected in Kano State and 151 respondents in Katsina State proportionately.

Table 2: Number of Local Government Areas and Respondents per State

S/N	State	Geo-Political Zone	LGAs	Population	Respondents (Questionnaires)	Respondents (KIIs)
1	Kano	North-West	2	14, 253, 549	233	13
2	Katsina	North-West	1	9, 300, 382	151	13
	Total	3		23, 846, 184	384	26

NBS, 2020

Instruments of Data Collection

The study used both questionnaire and interview (KII) guides for the data collection. Three hundred and eighty-four (384) questionnaires and fifty KII were administered and conducted to stakeholders and victims of domestic work abuse in the two states. In doing this, the Centre employed the help of trained research assistants for the administration of the questionnaire. The questions in the questionnaire were divided into sub-sections using the objectives as guide. KII guide was also developed and used for the collection

of qualitative data which supported the quantitative data. The KII guide was used to source data from the Domestic workers, NGOs, CSOs, CBOs, officials of the NPF, NAPTIP and Hisbah, lawyers/judges, academics, women associations/groups, and media groups as key informants across the select-LGAs of the two states in the north-west region.

Methods of Data Analysis

In setting the interviews, the targeted domestic workers were all interviewed in a neutral setting away from where they serve as workers and not within the vicinity where their employers are. The procedure for data analyses for this study involved both quantitative and qualitative methods. The quantitative data obtained from questionnaires was coded and presented in frequencies, simple percentages. While the qualitative data collected were analyzed using content/thematic analysis. The data collected was presented based on the identified major themes (as guided by the objectives). Each theme has a sub-theme under it, formulated in accordance with the objectives and research questions raised in this study. Therefore, data collected under each objective was presented based on themes and presented in a narrative form (containing verbatim quotations too). The analysis then followed the themes based on the quantitative data analysis one after the other, and in accordance with the objectives of the study having scrutinized the transcribed text.

FINDINGS

The broad aim of this study is to investigate the working conditions of domestic workers in north-western Nigeria, Nigeria. The quantitative and qualitative findings, as collated from the questionnaires administered and KIIs, are presented thematically in accordance with the research objectives.

THE EXPERIENCES AND CONDITIONS OF DOMESTIC WORKERS

This section deals with both the quantitative and the qualitative data collected on the experiences and conditions of domestic workers in the north-west region highlighting the legal framework, protection and gaps in laws protecting domestic workers, the role of stakeholders in mitigating abuses in the domestic work industry and the suggestions on the appropriate strategies for mitigating domestic work abuses. The data were analyzed based on the selected samples of 384 and 26 for the quantitative and qualitative segments respectively across the Kano and Katsina States in the north-west region.

Table 1: Duration of Stay as Domestic Worker

Duration	Frequency	Percent (%)
Less than 1 year	59	15.4
1 to 2 years	101	26.30
2 to 3 years	94	24.50
Above 3 years	130	33.8
Total	384	*100.0

* Percentages do not add up to 100 due to rounding in all the tables.

The data in Table 1 presents responses on the duration of stay as domestic workers in the North-West Region of Nigeria, categorized into different intervals. The table shows the distribution of responses based on the duration of stay as domestic workers. The data shows that some domestic workers stay for more than 3 years (33.4%), those who stayed for 1 to 2 years constitute 26.3%, those who stayed 2 to 3 years constitute 24.5% while workers who stayed less than 1 year represent 15.4%. The data suggest significant portion of the workers have had long-term relationships with their employers. Thus, understanding the duration of stay is crucial in designing effective strategies to mitigate domestic work abuses. In other words, the data unveils the importance of tailoring strategies based on the varying needs and challenges faced by domestic workers at different stages of their employment.

Table 2: Nature of Job as Domestic Worker

Nature of Work	Yes (%)	No (%)	Total (%)
Mopping	281 (73.2%)	103 (26.8%)	384 (100.0%)
Sweeping	313 (81.5%)	71 (18.5%)	384 (100.0%)
Washing clothes	225 (58.6%)	159 (41.4%)	384 (100.0%)
Cleaning/dusting	271 (70.5)	113 (29.4%)	384 (100.0%)
Cooking	156 (40.6)	228 (59.4%)	384 (100.0%)
Cleaning utensils	262 (68.2%)	122 (31.7%)	384 (100.0%)
Baby-sitting	168 (43.7%)	216 (56.3%)	384 (100.0%)
Running errands	195 (50.7%)	189 (49.2%)	384 (100.0%)
Care Giving	104 (27.1%)	280 (79.9%)	384 (100.0%)
Shop Keeping	46 (11.9%)	338 (88.0%)	384 (100.0%)
Hawking	38 (9.8%)	346 (90.1%)	384 (100.0%)

Table 2 provides data on the nature of jobs performed by domestic workers in the North-West Region of Nigeria. The data shows distribution of responses on workers who engage in specific tasks. From the data, on the one hand, the most performed tasks are sweeping (81.5%), mopping (73.2%), and cleaning/dusting (70.5%). These tasks are likely integral to general housekeeping. The less commonly performed tasks on the other hand, are tasks like shop keeping (11.9%), hawking (9.8%), and care giving (27.1%) suggesting that a smaller proportion of domestic workers are involved in these activities and noting that these tasks are economic activities of the employer that they involve the workers in without any additional remuneration or profit from the activities. Nevertheless, shop keeping (88.0%), hawking (90.1%), and care giving (79.9%) have high responses indicating that a significant portion of domestic workers do not engage in these activities. From the above, the distribution of tasks can provide insights into the nature of domestic work in the region. For example, a high percentage of domestic workers engaged in tasks like sweeping and mopping may suggest a focus on traditional household chores.

More so, certain tasks, such as cooking, cleaning utensils, and baby-sitting, may be associated with traditional gender roles. Understanding the distribution of these tasks is important for addressing potential gender-based disparities in domestic work. Furthermore, high responses for tasks like care giving and shop keeping, coupled with high responses for other tasks, could indicate that some domestic workers might be overburdened with responsibilities beyond typical household chores. Thus, understanding the nature of tasks may allow for the development of empowerment programs that provide training and support for domestic workers, enabling them to negotiate fair working conditions.

Table 3: Other Work/Job Done as Domestic Worker

Other Work/Job	Frequency	Percent (%)
Gatekeeper	22	23.9
Gardener	15	16.3
Packaging of snacks	10	10.8
Ceremony cooking	10	10.8
Hair braiding	35	38.0

NB: Responses are from only respondents who indicated Having other work/job done as domestic workers apart from the options of jobs mentioned in Table 2 above on nature of job as domestic worker.

Table 3 presents data on responses on the other work or jobs done by domestic workers in the region. The table indicates that domestic workers in the region often take on additional roles or jobs beyond traditional domestic tasks. A notable percentage of domestic workers (38.0%) reported engaging in hair braiding. This suggests that a significant portion of the workers is involved in activities beyond typical household chores, contributing to the household income. Gatekeeping is reported by 23.9% of the respondents, indicating that some individuals also take on responsibilities related to security and access control. More so, 16.3% of respondents mentioned engaging in gardening as an additional job. This suggests a multifaceted role where domestic workers may contribute to other tasks beyond initial work assigned. Nevertheless,

the data shows that 10.8% of domestic workers are involved in ceremonial cooking, and an equal percentage is engaged in the packaging of snacks. This highlights their participation in events and festivities, potentially earning additional income for their masters. While the diversification of roles may offer economic opportunities, it also raises questions about workload and job satisfaction. Balancing multiple responsibilities could impact on the overall well-being of domestic workers. As such, recognizing and beaming light on the additional work undertaken by domestic workers is crucial.

Table 4: Provision for Having a Written Employment Contract or Agreement with Employer

Response	Frequency	Percent (%)
Yes	38	9.8
No	311	80.9
Don't Know	35	9.1
Total	384	100.0

Table 4 presents data on the provision of a written employment contract or agreement between domestic workers and their employers in the region. The data points to a low incidence of written contracts, for only 9.8% of the respondents reveal that affirmatively domestic workers do have a written employment contract or agreement with their employers. This suggests that most domestic workers in the region do not have formal written agreements. A significant number, 80.9% of the respondents indicated that domestic workers do not have a written employment contract. This raises some concern as it implies a lack of formalization and clarity in the employment relationship, which can potentially lead to issues and disputes mainly affecting workers.

Nevertheless, a noteworthy 9.1% of respondents claimed not to know whether workers have a written employment contract or not. This lack of awareness may stem from a general lack of emphasis on formal documentation in domestic work or inadequate communication between employers and domestic workers. Thus, the absence of written contracts can pose challenges

for domestic workers in terms of job security, wage negotiations, working hours, and other employment-related conditions. Formal contracts are essential for protecting the rights and interests of workers. This points to a possible gap in legal and regulatory frameworks governing domestic work in the region, the strengthening and enforcing of which can contribute to better working conditions and fair treatment for domestic workers.

Table 5: Having a Direct Contract with Employer

Response	Frequency	Percent (%)
Yes	222	57.8
No	162	42.2
Total	384	100.0

Table 5 provides data on whether domestic workers in the region have a direct contract with their employers. The data shows a significant majority (57.8%) of respondents indicating that domestic workers have a direct contract with their employers (with clear, formalized work agreements). This suggests that a substantial portion of the workforce in the region has a formal agreement directly with the household they work for. Despite the majority having direct contracts, 42.2% of domestic workers indicated that they do not have a direct contract with their employer. This implies that a considerable number of domestic workers may be engaged in work arrangements without a clear, formalized agreement. The above shows that having a direct contract can provide domestic workers with a more secure and legally defined employment relationship. It can establish terms and conditions, contributing to better job security and protection of workers' rights. The absence of direct contracts for some domestic workers may lead to variability in working conditions, wages, and other employment-related terms. Evidently, while a majority has direct contracts, a significant percentage still operates without this formalized agreement. This emphasizes on the need for advocacy, and policy interventions to promote the use of direct contracts and enhance the working conditions and rights of domestic workers in the region.

Table 6: Days of Work per Week

Response	Frequency	Percent (%)
Three Days	13	3.4
Four Days	16	4.2
Five Days	48	12.5
Six Days	40	10.4
Seven Days	267	69.5
Total	384	100.0

Table 6 presents data on the number of days domestic workers work per week. Most of the respondents (69.5%) reveal that domestic workers are engaged seven days a week. This suggests that a significant portion of the workforce in the region is engaged in full-time, continuous work without a weekly day off. However, a smaller percentage reported that domestic workers work three to six days a week. This variability in work schedules could be influenced by individual employment arrangements, employer preferences, or specific job requirements. Evidently, the high percentage of responses affirming that domestic workers work seven days a week raises concerns about work-life balance, rest, and overall well-being. Continuous work without breaks can lead to workers becoming burnout and this could negatively impact the physical and mental health of the workers affected. This highlights on the need to examine and potentially regulate work hours and days for domestic workers. It also indicates possible varying practices among employers regarding the number of days domestic workers are expected to work. While employers may seek to maximize productivity, it's crucial to recognize the potential negative impact of continuous work on the well-being and efficiency of domestic workers.

Table 7: Average Work Hour per Day

Response	Frequency	Percent (%)
Less than 3 Hours	37	9.6
3 to 6 Hours	94	24.2
7 to 10 Hours	83	21.6
Over 10 Hours	37	9.6
Not Fixed/Fluctuating	133	34.6
Total	384	100.0

Table 7 provides data on the average work hours per day for domestic workers in the North-West Region of Nigeria. The responses indicate a diverse range of average work hours per day for domestic workers in the region. The highest percentage (34.6%) reported not having fixed hours or having fluctuating work hours, suggesting variability in daily schedules. Among those with fixed work hours, the percentages are distributed as follows: less than 3 hours (9.6%), 3 to 6 hours (24.2%), 7 to 10 hours (21.6%), and over 10 hours (9.6%) respectively. The data above reflects potential variations in working conditions, with some workers having shorter work hours while others work longer hours. Fluctuating or unfixd work hours can impact work-life balance and overall well-being. Essentially, fluctuating work hours suggests a need for regulatory frameworks that establish standard working hours and ensure fair compensation for overtime. Such regulations could contribute to better working conditions for domestic workers.

Table 8: Amount Paid Domestic Workers per Month

Response	Frequency	Percent (%)
Less than N2, 000	9	2.3
N2, 000 – N4, 000	87	22.6
N4, 001 – N6, 000	104	27.1

N6, 001 – N8, 000	72	18.7
N8, 001 – N10, 000	53	18.7
Over N10, 000	59	15.4
Total	384	100.0

Table 8 provides data on the amount paid to domestic workers per month in the region. The data shows a range of monthly incomes for domestic workers with a highest percentage of respondents reporting the income range of N4,001 to N6,000 (27.1%). The distribution of responses also indicates variability in the income levels of domestic workers. A notable percentage reveal that domestic workers earn less than N4,000 per month (24.9%) when combined with the proportion of those earning less than N2,000, this raises concerns about the adequacy of income to cover basic living expenses for workers. Evidently, the data suggests that a substantial portion of domestic workers may face economic challenges, as their monthly earnings fall within the lower income brackets. More so, low-income levels among domestic workers may have implications for poverty and overall well-being. Based on this, advocacy can focus on implementing fair wage practices and policies that would ensure equitable compensation for domestic work. In other words, it points to the need for advocacy and policy measures to address low-income levels and ensure fair compensation for domestic work, considering the economic challenges faced by a significant portion of the workforce.

Table 9: Provision for Overtime Pay to Domestic Workers

Response	Frequency	Percent (%)
Yes	32	8.3
No	339	88.3
Sometimes	13	3.4
Total	384	100.0

Table 9 provides data on the provision of overtime pay to domestic workers in the region. Most of the respondents (88.3%) indicate that domestic workers do not receive overtime pay. This suggests that a significant portion of the workforce in the region may not be compensated for additional hours worked beyond their regular schedules. However, a small percentage (8.3%) indicated that they do receive overtime pay. This implies that some employers in the region recognize and compensate domestic workers for additional hours worked. More so, a minor percentage (3.4%) mentioned receiving overtime pay sometimes. This suggests variability in the provision of overtime pay, possibly depending on specific circumstances or employer practices. The data above therefore raises concerns about the lack of consistent provision of overtime pay, indicating potential issues related to fair/unfair labour practices. Lack of overtime pay can contribute to economic challenges for domestic workers and may be indicative of inadequate compensation for their labor. Also, the absence of overtime pay may have implications for workers' rights and well-being. It is essential to consider how this lack of compensation aligns with labour standards and regulations.

Table 10: Number of Days off Domestic Workers have in a week

Number of Days	Frequency	Percent (%)
One Day	25	6.5
Two Days	67	17.4
Three Days	20	5.2
None	272	71.2
Total	384	100.0

Table 10 presents data on the number of days-off domestic workers have in a week in the region. Most of the responses (71.2%) indicate that domestic workers have no days off in a week. This suggests a prevalent lack of rest days, raising concerns about balance and overall well-being. A relatively small percentage of domestic workers reported having one day off (6.5%), two days off (17.4%), or three days off (5.2%) in a week respectively. This

indicates that only a minority of workers enjoy regular time off. The data therefore underscores potential challenges related to work-life balance for domestic workers in the region. The absence of regular days off may contribute to burnout, fatigue, and negatively impact on the overall quality of life. The lack of sufficient days-off can have implications for the physical and mental health of domestic workers. Based on this, advocacy can focus on educating employers about the benefits of providing regular time off and emphasizing workers' rights to rest.

Table 11: Domestic Workers' Engagement in any Personal Skill Work

Skill Work	Frequency	Percent (%)
Literary Skill	113	29.4
Stitching	83	21.6
Weaving	93	23.9
Embroidery	92	23.9
Sketching	31	8.1
Total	384	100.0

Table 11 presents data on the workers' engagement in any personal skill work in the region. The table indicates that domestic workers in the region engage in various personal skill works, including literary skills, stitching, weaving, embroidery, and sketching. Literary skills have the highest responses (29.4%) indicating workers' engagement into activities related to reading or writing. This suggests an interest in intellectual and literary pursuits among domestic workers. Stitching, weaving, and embroidery show substantial engagement, with 21.6%, 23.9%, and 23.9% respectively. These skills may be related to textile and fabric work, showcasing a proficiency in craft. Sketching has a moderate response (8.1%) showing engagement in personal skill work. While this option is less prevalent than other skills, it still indicates a creative outlet for a portion of domestic workers. The data further highlights on the diverse range of personal skills, suggesting that domestic workers engage in activities that go beyond their primary roles. This diversification

can contribute to personal development and potentially enhance their overall well-being. Recognizing and supporting these personal skill works could present economic opportunities for domestic workers. More so, employers and policymakers may consider ways to support and recognize the personal skill works of domestic workers.

Table 12: Other Personal Skills Domestic Workers Engage in

Skill Work	Frequency	Percent (%)
Plaiting of hair	50	13.0
Business for madam	15	3.9
Selling of vegetables	5	1.3
Tailoring	15	3.9
Trader	6	1.5
Cobbling	4	1.0
Tea selling	2	0.5
Selling of clothes	17	4.4
Selling of groundnut	3	0.7
Henna	40	10.4
Total	384	100.0

Table 12 provides data on additional personal skills that domestic workers engage in the area of study. The data shows that domestic workers in the region engage in a variety of additional personal skills, showcasing a diverse set of talents beyond their primary roles. Plaiting of hair and Henna application have notable responses with (13.0%) and 40 (10.4%) respectively. This indicates that a significant portion of domestic workers is involved in beauty and cosmetic-related skills. Some domestic workers engage in business-related activities, including business for Madam (3.9%), trading (1.5%), and tea selling (0.5%). This suggests entrepreneurial endeavors beyond household responsibilities. Tailoring is mentioned by 3.9% of the sample, indicating that some domestic

workers have skills in garment-making. Also, selling of clothes is reported by a fraction of 4.4%, highlighting entrepreneurial activities related to clothing. Meanwhile, a smaller percentage is involved in skills such as cobbling (1.0%) and selling of groundnut (0.7%). This reflects a variety of vocational skills. These additional personal skills could offer economic opportunities for domestic workers. Skills related to business, trading, and entrepreneurship may contribute to additional income.

Table 13: Non-monetary Benefits in the House of Work for Domestic Workers

Benefits	Yes (%)	No (%)	Total (%)
Clothes	310 (80.7%)	74 (19.3%)	384 (100.0)
Food Left Over	302 (78.6%)	88 (22.9%)	384 (100.0)
Accommodation	208(54.2%)	176 (45.8%)	384 (100.0)
Vacation	129 (33.5%)	255 (66.4%)	384 (100.0)
Medical Attention	289 (75.3%)	95 (24.7%)	384 (100.0)
Festivity Bonus	233 (60.6%)	151 (39.3%)	384 (100.0)

Table 13 presents data on non-monetary benefits provided to domestic workers in the region. Most respondents (80.7% and 78.6%, respectively) show that domestic workers receive non-monetary benefits in the form of clothes and leftover food. These benefits are relatively common in the households they work for. Over half of the domestic workers (54.2%) are provided with accommodation, indicating that a significant portion of them being housed provided by their employers. Vacation benefits are received by 33.5% of domestic workers, while the majority (66.4%) does not receive vacation benefits. This suggests that providing vacation time is less common among employers in the region. Furthermore, a significant percentage (75.3%) of domestic workers receives medical attention as a non-monetary benefit, which is a positive aspect in terms of addressing healthcare needs. However, festivity bonuses are provided to 60.6% of domestic workers, indicating that a considerable number receive additional benefits during festive seasons.

Essentially, the provision of non-monetary benefits, such as clothes, food, accommodation, and medical attention, can contribute to the overall well-being of domestic workers. Access to these resources may enhance their quality of life. In contrast, relatively low percentage of domestic workers receiving vacation benefits suggests an area where employers and policymakers could focus on improving the work-life balance of domestic workers. Impliedly, while some benefits are common, there are areas, such as vacation, where improvements could enhance the overall well-being and job satisfaction of domestic workers.

Table 14: Domestic Workers Ever Experienced the following Abuses while Working

Abuse	Yes (%)	No (%)	Total (%)
Physical	104 (27.1%)	280 (72.9%)	384 (100.0)
Verbal	163 (42.4%)	221 (57.5%)	384 (100.0)
Sexual	22 (5.7%)	362 (94.3%)	384 (100.0)
Emotional	95 (24.7%)	289 (75.3%)	384 (100.0)

Table 14 presents data on the experiences of domestic workers regarding different types of abuses while working. The data shows that 27.1% of the responses indicate that domestic workers experience physical abuse while working. This is an issue of concern as physical abuse can have significant implications for the well-being and safety of workers. A percentage of 42.4 reported workers experiencing verbal abuse. Verbal abuse can have negative psychological effects on individuals and may contribute to a hostile work environment. Also, 5.7%, reported experiencing sexual abuse. Though this percentage is low compared to other types of abuse, any incidence of sexual abuse is a serious concern and requires attention. Up to 24.7% of the responses mentioned that domestic workers experience emotional abuse. Emotional abuse can have lasting effects on mental health and affecting job satisfaction levels. The data also indicates that a significant proportion of domestic workers have experienced some form of abuse while working. This raises important questions about work safety, ethical treatment, and the need for measures to

prevent and address abuses. Thus, the prevalence of various abuses suggests a critical need for safeguarding measures, including awareness programs, training for employers, and policies that protect the rights and well-being of domestic workers.

Table 15: Nature of Abuses Experienced as Domestic Workers

Abuses	Frequency	Percent (%)
Beating	84	21.8
Insults, manipulation verbal abuses	102	26.5
Shouting	155	40.3
Lack of freedom emotionally	12	3.1
Emotional suppression	15	3.9
Too much work	77	20.1
Emotional that I have body odor	4	1.0
Total	384	100.0

Table 15 provides details on the nature of abuses experienced by domestic workers in the region. Beating is reported by 21.8% of the respondents indicating that a significant portion had experienced physical violence in the form of beating. This is a serious concern for the safety and well-being of domestic workers. Up to 26.5% of the sample reported that domestic workers experience verbal abuse in the form of insults, manipulation, and other verbal abuses. Verbal abuse can have profound psychological effects on individuals. Shouting is reported by 40.4% of the respondents making it the most prevalent form of abuse in the dataset. Shouting can contribute to a hostile work environment and negatively impact the mental health of workers. Furthermore, 3.1% reported experiencing emotional abuse in the form of lack of emotional freedom. This suggests restrictions on the emotional well-being and expression of domestic workers. On the hand, emotional suppression is reported by 3.9% of domestic workers. This indicates an environment where individuals feel constrained in expressing their emotions freely. Approximately 20.1% reveal

those domestic workers experience abuse in the form of excessive workload. This can contribute to burnout, fatigue, and overall job dissatisfaction. A fraction (1.0%) reported workers experiencing personal criticism related to body odor, and this criticism can contribute to a negative self-image and impact the mental well-being of domestic workers. The nature of abuses reported in Table 15 has significant implications for the well-being and workplace environment of domestic workers. Physical, verbal, and emotional abuses, as well as excessive workload, indicate challenges that need urgent attention.

Table 16: Sources Abuses Experienced while Working

Source	Yes (%)	No (%)	Total (%)
Head of Household	39 (10.2%)	345 (89.8%)	384 (100.0)
Madam(s)	200 (52.1%)	184 (47.9%)	384 (100.0)
Son(s)	111 (28.9%)	273 (71.1%)	384 (100.0)
Daughter(s)	162 (42.2%)	222 (57.8%)	384 (100.0)
Relatives of Head of Household	28 (7.3%)	320 (83.3%)	384 (100.0)
Relatives of Madam(s)	49 (12.7%)	335 (87.2%)	384 (100.0)
Co-workers	22 (5.2%)	362 (94.3%)	384 (100.0)
Visitors/Guests	18 (4.6%)	366 (95.3%)	384 (100.0)

Table 16 provides data on the sources of abuse experienced by domestic workers. Most of the responses (52.1%) indicate that domestic workers experience abuse from the madams of the households they serve. This highlights a significant issue as mistreatment from the female head of the household is glaring. Likewise, 42.2% of domestic workers also reported experiencing abuse from the daughters of the households indicating that mistreatment from daughters is another prevalent issue. In addition, 28.9% of domestic workers also experience abuse from the sons of the households thereby showing that abuse from younger family members constitute an

issue of concern. Whereas 10.2% of domestic workers are reported to be experiencing abuse from the heads of the households. This indicates that in some cases, the primary authority figure within the household is also a source of mistreatment. A fraction (7.3%) reported that abuse from relatives of the heads of the households is also happening. This suggests that mistreatment can extend beyond the immediate family members. Similarly, 12.7% of domestic workers are reported to be experiencing abuse from relatives of the madams, which is a further confirmation to mistreatment from extended family members. However, a relatively small percentage (5.2%) reported abuse from co-workers. While this may not be as prevalent, mistreatment from peers within the household is still a concern. Nevertheless, a fraction (4.6%) also reported abuse from visitors or guests in the household. This suggests that mistreatment is rampant across the different categories of people that domestic workers come into contact within the course of discharging their tasks. The data highlights that abuse can come from various sources within the household, including family members, relatives, and co-workers. Understanding these dynamics is crucial for addressing and preventing mistreatment. The prevalence of abuse from different sources indicates the need for comprehensive interventions, including awareness programs, education for family members, and policies that safeguard the rights and well-being of domestic workers.

Table 17: Provision for the Following Adequate Arrangements

Arrange ments	Yes (%)	No (%)	Sometimes (%)	Total (%)
Feeding	322 (83.8%)	41 (10.6%)	19 (4.9%)	382 (100.0)
Sleeping	215 (55.9%)	148 (38.5%)	21 (5.5%)	384 (100.0)
Access Health care when needed	271 (70.5%)	98 (25.5%)	15 (3.9%)	384 (100.0)

Table 17 provides information on the provision of adequate arrangements for domestic workers in the region. The data shows that most respondents (83.8%) believe that there is provision for adequate feeding arrangements.

This is a positive aspect as it indicates that a significant portion of domestic workers has access to food. Along this line, 55.9% of domestic workers are reported to be having adequate sleeping arrangements, which indicates that more than half have satisfactory sleeping conditions. A significant percentage (70.5) reported having access to healthcare when needed. This is a positive aspect as it suggests that most domestic workers have provisions for access to healthcare. The data also indicates that there is room for improvement in sleeping arrangements, as a substantial percentage (38.5%) mentioned that domestic workers are reported of not having adequate sleeping conditions. This aspect deserves attention to ensure the well-being and restfulness of the workers. While certain aspects like feeding and healthcare show positive responses, the data also highlights areas that need comprehensive assessment, particularly in ensuring proper sleeping conditions for domestic workers. The data also emphasizes on the responsibility of employers to provide suitable arrangements for the basic needs of domestic workers. Impliedly, employers should be aware of the importance of adequate sleeping conditions for the health and productivity of their workers.

Table 18: Arrangements Made for Domestic Workers When they Fall Ill

Arrangements	Frequency	Percent (%)
Taken to a Clinic	101	26.3
Taken to a Medicine Store	114	29.6
Given Medication at Home	83	21.6
Given a Time off Duty	35	9.1
Sort it out Myself	51	13.3
Total	384	100.0

Table 18 provides information on the arrangements made for domestic workers. The most common arrangement is taking domestic workers to a clinic (26.3%). This indicates that a significant portion of employers prioritizes seeking professional medical care for their domestic workers. Another common practice as an arrangement is taking domestic workers

to a medicine store as reported by 29.6% of respondents. While not a substitute for professional medical care, this may indicate an effort to provide immediate relief or over-the-counter medications. Giving medication at home is reported by 21.6% of the sample suggesting that some employers provide home remedies or administer prescribed medications within the household. Furthermore, a fraction (9.1%) reported being given time off duty when they had fallen ill. This is an important consideration for the overall well-being of domestic workers as it allows them to rest and recover. However, 13.3% of domestic workers have reported sorting out their illnesses themselves. This may indicate a lack of proactive arrangements by employers in some cases. Overall, this highlights the need for comprehensive healthcare policies that ensure domestic workers have access to appropriate medical care when needed. This includes considerations for taking them to clinics, providing time off, and addressing illnesses promptly. The arrangements made for ill domestic workers reflect the responsibility of employers to prioritize the health and well-being of their workforce.

Table 19: Domestic Workers Allowed to Take Breaks during the Day

Response	Frequency	Percent (%)
Yes	288	75.0
No	64	16.6
Sometimes	32	8.3
Total	384	100.0

Table 19 provides data on whether domestic workers in the north-west region of Nigeria are allowed to take breaks during the day. Most of the responses (75.0%) indicate that domestic workers are allowed to take breaks during the day. This is a positive aspect as breaks are important for rest, refreshment, and overall well-being. A notable percentage (16.6%) however reported workers not being allowed to take breaks during the day. This raises concerns about the working conditions and the potential impact on the physical and mental health of some of the domestic workers. A smaller fraction (8.3%) on the other hand, reported being allowed to take breaks only sometimes. This

suggests inconsistency in break allowances, which may affect the predictability of the working day for domestic workers. The data therefore emphasizes on the importance of considering work-life balance for domestic workers. Allowing breaks contributes to a more humane and supportive working environment.

Table 20: Domestic Workers Paid a Fair Wage

Response	Frequency	Percent (%)
Yes	232	60.4
No	122	31.7
Don't Know	30	7.8
Total	384	100.0

Table 20 presents data on whether domestic workers in the region are paid a fair wage. Most of the respondents (60.4%) believe that domestic workers are paid a fair wage. This shows a positive indication, suggesting that a significant portion of the workers feel contented with the compensations paid. Following the data on the wages paid, as indicated earlier, the responses indicating workers paid fair wages are highly surprising.

Another proportion, (31.7%) believe that domestic workers are not paid a fair wage. This raises concerns about the adequacy of compensation and potential disparities in remuneration. Furthermore, a fraction (7.8%) expressed uncertainty, stating that they don't know if workers are paid a fair wage. This may indicate a lack of transparency or understanding about wage structures among some domestic workers. Understanding the economic context can provide insights into the adequacy of compensation. The data suggests a potential need for advocacy and education initiatives that empower domestic workers with information about fair wages, their rights, and avenues for addressing concerns related to compensation.

Table 21: Domestic Workers Ever Been Denied Payment

Response	Frequency	Percent (%)
Yes	41	10.6
No	331	86.2
Sometimes	12	3.1
Total	384	100.0

Table 21 provides information on whether domestic workers have ever been denied payment. Most of the respondents (86.2%) opined that domestic workers have not been denied payment. This is a positive aspect, suggesting that a significant portion of the workforce receives consistent and timely payments. However, up to 10.6% of the respondents believe that domestic workers have ever been denied payment. While this is not the majority, it indicates that some domestic workers have faced issues related to payment. In contrast, a fraction (3.1%) reported workers being denied payment sometimes. This suggests that, for some domestic workers, payment issues may not be a constant problem but may occur intermittently. Payment denial can have significant implications for the financial stability of domestic workers. Timely and consistent payment is crucial for meeting their basic needs and ensuring economic well-being. The data also emphasizes the responsibility of employers to ensure that domestic workers are paid promptly and fairly. Employers should establish transparent payment practices to avoid potential disputes.

Table 22: Salary/Wage of Domestic Workers Ever Been Reduced Without Cause

Response	Frequency	Percent (%)
Yes	62	16.1
No	317	82.5
Sometimes	5	1.3
Total	384	100.0

Table 22 provides information on whether the salary or wage of domestic workers in the region has ever been reduced without cause. Most of the responses (82.5%) reported that workers' salary or wage has not been reduced without cause. This is positive, suggesting that most domestic workers receive consistent compensation. A notable percentage (16.1%) view that domestic workers have had their salary or wage been reduced without cause. This indicates potential unfair treatment in terms of compensation. Only 1.3% reported that their salary or wage has been reduced without cause sometimes. This suggests that, for a few domestic workers, the issue of salary reduction may not be a constant problem but may occur occasionally. The data shows that salary or wage reductions without cause can have significant implications for the financial stability and well-being of domestic workers. It may impact on their ability to meet basic needs and contribute to economic insecurity. This reiterates on the responsibility of employers to ensure that domestic workers receive consistent and fair compensation and that employers should communicate any changes in salary or wage transparently and in accordance with regulations.

Table 23: Domestic Workers Satisfied with Working Conditions Overall

Response	Frequency	Percent (%)
Yes	257	66.9
No	127	33.1
Total	384	100.0

Table 23 provides information on whether domestic workers are satisfied with their overall working conditions. Most of the respondents (66.9%) report workers being satisfied with their overall working conditions. This is a positive revelation, suggesting that a significant portion of the workers is content with the conditions in which they work. Despite the abuses workers suffer, expressing satisfaction with conditions could be due to lack of awareness of rights or awareness of the extent of what constitute abuse of working conditions leading to inaccurate assessment of satisfaction. In addition, workers may be afraid of negative consequences such as job loss or further maltreatment if they express dissatisfaction.

Notably, 33.1% of domestic workers reported being dissatisfied with their overall working conditions. This raises concerns about the factors contributing to dissatisfaction and highlights areas that may need improvement. The overall satisfaction reported earlier can be considered in conjunction with findings from previous tables related to salary, wage reduction, payment denial, break allowances, and other aspects of working conditions. Examining these can provide a comprehensive understanding of factors contributing to satisfaction or dissatisfaction. While a majority expresses satisfaction, the presence of a significant percentage of dissatisfied workers suggests a need for further investigation and potential interventions to enhance working conditions. In addition, respondents have reported the following as reasons for being satisfied or not satisfied with the overall working conditions:

- No stress.
- No more in the village.
- Need a better paying job.
- I get paid on time.
- Need a higher wage.
- Okay with the job.
- Households being kind.
- Maltreatment.
- Over work.

Table 24: Whether Condition of Work has improved since the time Current Work/Job Started

Response	Frequency	Percent (%)
Yes	274	71.4
No	75	19.5
Sometimes	35	9.1
Total	384	100.0

Table 24 provides information on whether the condition of work for domestic workers has improved since the time their current work or job started. A significant percentage (71.4%) indicate that domestic workers reported that the condition of their work has improved since the time their current job started. This suggests positive changes or enhancements in working conditions. Another proportion (19.5%) on the other hand, reported that the condition of their work has not improved since the time their current job started. This raises questions about the factors contributing to the lack of perceived improvement. A proportion (9.1%) also reported that the condition of their work sometimes improves. This suggests that, for some domestic workers, improvements are not constant but may occur intermittently. For those who reported no improvement or occasional improvement, further investigation could identify the factors hindering positive changes in working conditions. This information can guide efforts to address challenges and create a more supportive work environment. The data, however, underscores the role of employer practices and policies in shaping the trajectory of working conditions for domestic workers. Employers can contribute positively to the well-being of their workers.

Table 25: Awareness of Legal Rights as Domestic Worker

Response	Frequency	Percent (%)
Yes	100	26.0
No	284	73.9
Total	384	100.0

Table 25 provides responses on the awareness of legal rights among domestic workers. Majority of the respondents (73.9%) believe that domestic workers are not aware of their legal rights. Up to 26.0% of domestic workers, reported being aware of their legal rights. This highlights a gap in knowledge that could impact their ability to advocate for their rights and address issues related to working conditions. This suggests a need for education and training initiatives that provide domestic workers with information about their legal

rights. This could include rights related to fair wages, working hours, breaks, and protection against abuse. This will help address the concern about the potential lack of awareness among a significant portion of workers regarding their rights.

Table 26: Ever Filed a Complaint or Sought Legal Action for Maltreatment or Unpaid Wages

Response	Frequency	Percent (%)
Yes	36	9.4
No	348	90.6
Total	384	100.0

Table 26 presents data on whether domestic workers have ever filed a complaint or sought legal action for maltreatment or unpaid wages. An overwhelming majority (90.6%) reported not having filed a complaint or sought legal action for maltreatment or unpaid wages. However, 9.4% of domestic workers reported having filed a complaint or sought legal action for maltreatment or unpaid wages. This suggests that, while some workers take steps to address issues, the majority may not have been utilizing legal channels. This raises questions about potential challenges that prevent workers from pursuing legal remedies. Empowering domestic workers with knowledge about legal avenues for addressing workplace issues is essential. This can contribute to a more assertive workers that are aware of their rights and the means to seek redress.

Table 27: Whether Domestic Workers are Given Fair Treatment in Communities

Response	Frequency	Percent (%)
Yes	241	62.7
No	143	37.2
Total	384	100.0

Table 27 presents data on whether domestic workers are given fair treatment in their communities. Majority (62.7%) reported that domestic workers are given fair treatment in their communities. Up to 37.2% believe domestic workers are not given fair treatment in their communities. This suggests that a significant portion of the workers feels accepted and treated fairly by their communities, though the second segment of the data raises concern about potential social challenges or biases faced by some domestic workers. The table highlights the importance of social inclusion and integration for domestic workers. Communities play a role in shaping the overall working and living experience of these individuals. While a majority reports fair treatment, the presence of those who feel unfairly treated underscores the importance of addressing social dynamics and promoting community awareness and acceptance.

Table 28: Whether Domestic Workers are Given Opportunities Communities

Response	Frequency	Percent (%)
Yes	214	55.7
No	170	44.3
Total	384	100.0

Table 28 presents data on whether domestic workers are given opportunities in their communities. A slight majority (55.7%) believe that domestic workers are given opportunities in their communities while (44.3%) indicate that domestic workers are not given opportunities in their communities. The first part of the data is a positive indication, suggesting that a significant portion of the workers feel they have access to opportunities within their social context. On the other hand, there is concern about potential barriers or challenges that limit access to opportunities for some domestic workers. While a majority reports having opportunities, the presence of those who feel they lack opportunities underscores the importance of addressing social dynamics and promoting community development and inclusion initiatives. The data above suggests a potential need for community development and

inclusion initiatives that can drive towards the creation of equal opportunities for domestic workers.

Table 29: Belonging to Any Association/Club/Union of Domestic Workers

Response	Frequency	Percent (%)
Yes	32	8.3
No	352	91.6
Total	384	100.0

Table 29 shows data on whether domestic workers in the region belong to any association, club, or union of domestic workers. Most of the respondents (91.6%) reported domestic workers not belonging to any association, club, or union while 8.3% reported domestic workers reported belonging to association, club, or union of domestic workers. This suggests that most domestic workers are not part of formal organizations representing their interests, raising questions about the potential impact of this lack of formal representation on the advocacy and support available to domestic workers. Belonging to associations, clubs, or unions can provide domestic workers with a platform for collective bargaining, support, and advocacy. The data suggests that a significant portion of the workers may not have been benefiting from such collective efforts. The data highlights the potential for advocacy and empowerment initiatives that encourage domestic workers to join associations or unions. This can contribute to a more organized and empowered workers collective.

Table 30: Challenges Faced as Domestic Workers

Challenges	Frequencies	Percentage (%)
Not getting married	65	15.5
Harassment from men	5	1.2
The patience I am going through is too much	24	5.7

Not seeing my family members	88	21.1
Maltreatment	22	5.3
Verbal abuses	101	24.2
Not learn any skill	20	4.7
Not studying	26	6.2
Trekking to work	12	2.8
No empowerment	55	13.2
Total	418	100.0

Table 30 provides information on the challenges faced by domestic workers. The data reveals a range of challenges faced by domestic workers, highlighting the diversity of issues that impact their well-being. Among the reported challenges, verbal abuses (24.2%), not seeing family members (21.1%) and not getting married (15.5%) are common concerns expressed by the respondents. Challenges such as not getting married, not seeing family members and the emotional strain indicate a sense of isolation and emotional difficulties that some domestic workers experience. While a small percentage reported harassment from men (1.2%), highlighting the existence of gender-based challenges that some domestic workers face, challenges related to not learning any skill (4.7%) and not studying (6.2%) suggest concerns about educational and skill development opportunities for domestic workers. Also, issues like trekking to work (2.8%) and the lack of empowerment (13.2%) point to economic challenges and the need for empowerment initiatives for domestic workers. Overall, the data had provided valuable insights for organizations, policymakers, and advocacy groups to design interventions that address the specific challenges faced by domestic workers. This could include programs for skill development, mental health support, empowerment, and efforts to improve working conditions. Evidently, the data unveils the multifaceted challenges faced by domestic workers in the region. Addressing these challenges require a comprehensive approach that considers the diverse needs and experiences of the domestic work industry.

KII with victims of domestic abuse shows the ordeal that some of the domestic workers faces. A victim of domestic work abuse in Kano State reveals the following on the nature of job of domestic workers:

The nature of the tasks we do as domestic workers in our locality include sweeping of excessively large sitting room. In fact, I must sweep under the set of cushion chairs, if I dare not do that, she will always shout at me, ... I also make up her room, clean up her toilet, clean the rooms of her children, washing their toilet and then I sweep the small verandah. I also do mop, though I don't cook. Other co-domestic workers do cook, washing clothes, dusting, etc. and they go home. You must finish discharging the tasks assigned to you first before they give you food. Honestly, we are hardly given food to eat in good time (Victim of domestic work abuse, Kano State, 2023).

Another victim in Kano State further reveals that as a domestic worker she had been subjected to the following:

Harsh words, beatings, discrimination, insults, some of the workers are jealous of me too. If you dare knock on the door of Madam, you will receive a big slap. She once slapped me after knocking on her door. Even making your hair, they would ask you to go and get some money to make your hair. If you are sick, they just give you some tablets, they won't take you to a clinic, even if they take you, they insist to deduct the medication bill from your wage. The first house where I work, I was given an opportunity to attend a school immediately after I am done with my tasks, i.e. around 12 noon, I go to school, which is nearby (Victim of domestic work abuse, Kano State, 2023).

A victim in Kano in tears narrated her experience:

Me and my sister were accused of stealing gold from our Madam, she gave us serious beating and she took us to the

police station, we were in the police station for days before our parents were contacted, they had to sell lives stock to bail us out, when we insisted that we did not steal the gold, the madam was asked to swore that we did, that's when she said her husband has asked her to drop the charge(Victim of domestic work abuse, Kano State, 2023).

Another victim in Katsina narrated sexual harassment she endured from the husband of her Madam:

Whenever I am working in the kitchen he always comes in and slap me on my buttocks, and frown as if he didn't do anything, this happens about three times, I pretended to be sick and asked to return to my family(Victim of domestic work abuse, Kano State, 2023).

These are just a few experiences of victims of domestic abuse, there are others that are worst, that the victims are scared to narrate their experience. These cases were unreported and therefore avenue for justice was not even sought for. Most of the victims are unaware of their right to seek for justice. Shame and stigma could be a factor, victims may feel ashamed or believe they will be judged by others if they disclose the full extent of abuse.

LEGAL FRAMEWORK, PROTECTION AND GAPS IN LAWS PROTECTING DOMESTIC WORK AND PRACTICES

Legislative provisions and protections on domestic workers could only be found in scattered laws in the country which in effect hardly curb the gaps faced in the domestic work industry by the domestic workers. However, some of the laws dealing with or protecting domestic workers in Nigeria include the following:

1. **The Constitution of the Federal Republic of Nigeria 1999 (As amended):** It guarantees the promotion and protection of the rights of domestic workers, particularly some sections under its chapter two and four. We shall consider them hereunder.
 - i. **Freedom of association and the effective recognition of the right to collective bargaining:** The Constitution guarantees freedom of assembly and association to “every person”, particularly concerning membership in “any political party, trade union or any other association for the protection of his interests”. This provision is expansive and therefore covers all domestic workers.
 - ii. **Elimination of all forms of forced or compulsory labour:** Section 34(b) states, “no person shall be held in slavery or servitude”, while Section 34(c) states, “no person shall be required to perform forced or compulsory labour”. The non-exclusive language used extends these provisions to protect domestic workers.
 - iii. **Elimination of discrimination in respect of employment and occupation and Effective abolition of child labour:** Section 17(3) states, “The State shall direct its policy towards ensuring that (a) all citizens, without discrimination on any group whatsoever, have the opportunity for securing adequate means of livelihood as well as adequate opportunity to secure suitable employment [...]” and “(e) there is equal pay for equal work without discrimination on account of sex, or on any other ground whatsoever.[...] (f) children, young persons and the age[d] are protected against any exploitation whatsoever, and against moral or material neglect”.

The protection against “any exploitation whatsoever” would appear to include exploitative child labour and should extend to children working in domestic service.

2. **Labour Act 1990:** this legislation contains specific provisions that may be used to put a check on the phenomena of domestic labour arbitrariness. It provides that the Minister may make regulations providing for the engagement, repatriation or supervision of domestic servants. And, the employment of women and domestic servants, the housing accommodation and sanitary arrangement of domestic servants; and the conditions of domestic service in general.

Also, the law prohibits forced labour and articulates penalties of both fines and potential imprisonment for “any person who requires any other person, or permits any other person to be required, to perform forced labour”. The nominal terminology (“any person”) is non-exclusive and thus this prohibition should be extended to the domestic work sector, in accordance with subsection (b).

This law also designates a minimum and maximum age (above 12 and under 16 years) at which parents may contract children into apprenticeships, specifically citing domestic work as one of the sectors of work permitted so long as such a contract does not exceed five years. Thus, it prohibits employment of a child “in any capacity except where he is employed by a member of his family on light work of an agricultural, horticultural or domestic character approved by the Minister”. The definition used throughout the act defines a “child” as a person under 12 years of age, establishing a minimum age below which no person may be employed.

In the protection of domestic workers, the law also requires that not later than three months after the beginning of a worker’s period of employment, the employer shall give to the worker a written statement covering the terms and conditions of the employment. Thus, it equally protects a worker against neglects or ill-treats and violation of which

attracts punishment.

The Labour Act 1990 also authorizes the Minister to make regulations “imposing upon persons who have accepted the services of any worker or domestic servant without paying wages therefore the obligation to provide for the maintenance of the worker or domestic servant during sickness or in old age”. Worthy to note is that the Minister has to make regulations “requiring employers to report any accident involving the death of or injury to a worker or domestic servant, in cases not coming within the provisions of any other enactment”.

However, the law doesn't vest domestic workers with maternity protection. Domestic workers are manifestly not addressed by these provisions; however, their work does not fall into the sectors designated above, which refer explicitly to public or private industrial or commercial undertakings or agriculture.

Regarding redress mechanism available to a domestic worker under this law, Section 81 states that where “an employer or worker neglects or refuses to fulfill a contract” or if “any question, difference or dispute arises as to the rights or liabilities of a party to a contract or touching any misconduct, neglect, ill-treatment or injury to the person [...] any party to the contract feeling himself aggrieved may make complaint to a court having jurisdiction”. The nominal terminology used (“an employer, a worker”) is non-restrictive and thus should make this provision applicable to domestic workers, as well as their employers.

Lastly, in addition to the regular courts, the National Industrial Court is empowered to handle labour complaints and disputes including those that might involve domestic workers.

3. **Child's Right Act 2003:** this law protects the Nigerian child against forced labour and other harmful traditional practices in the country. The Act contains certain rights accorded to children in Nigeria.

Section 15 states the right of every child to free, compulsory and universal primary education mandates that every parent or guardian shall ensure that his child or ward attends and completes his primary and junior secondary education. This Section ensures that work performed by domestic workers who are under the age of 18 and above the minimum age of employment does not deprive them of compulsory education or interfere with opportunities to participate in further education or vocational training.

The law prohibits exploitative labour by stating that no child shall be subjected to any forced or exploitative labour; or employed to work in any capacity except where he is employed by a member of his family on light work of an agricultural, horticultural or domestic character; or required, in any case, to lift, carry or move anything so heavy as to be likely to adversely affect his physical, mental, spiritual, moral or social development; or employed as a domestic help outside his own home or family environment. Also, no child shall be employed or work in an industrial undertaking and nothing in this subsection shall apply to work done by children in technical schools or similar approved institutions if the work is supervised by the appropriate authority. The punishment for contravening this provision is also well stated.

Section 149 established the Family Court for each State of the Federation and the Federal Capital Territory, Abuja for the purposes of hearing and determining matters relating to children including matters of domestic work involving children.

4. **National Agency for the Prohibition of Trafficking in Persons (NAPTIP) Act 2005:** The prevalent practice of engaging young and underage children in the name of domestic work and subjecting them to servitude, slavery and exploitation is tantamount to human trafficking, which is prohibited and a serious offence as well.

Section 22 of the Trafficking in Persons (Prohibition) Law Enforcement and Administration Act, provides that: “Any person who [...] (b) employs

a child to work in any capacity except where he is employed by a member of his family or light work of an agricultural, horticultural or domestic character, or [...] (d) employs a child as a domestic help outside his own home or family environment...” commits an offence and is liable to the sanctions outlined in the section, in accordance with sections (b) and (c)”.

The importance of this provision is to strengthen the rights of the child as provided in the Child Rights Act and to ensure full mental and physical development of children in Nigeria. In 2021, the NAPTIP arrested and investigated 68 cases of child domestic labour which led to inflicting grievous wounds on the victims.

5. **The Violence against Persons (Prohibition) Act (VAPP Act) 2015:** This legislation is designed to eliminate violence in private and public life including domestic service issues. It prohibits all forms of violence against persons, domestic workers inclusive and seeks to provide maximum protection and effective remedies for victims and punishment of offenders. NAPTIP is mandated to administer the provisions of the Act as highlighted in Section 44 of the NAPTIP Act.
6. **Employee’s Compensation Act (2010):** Under this law, there are provisions concerning injury, workplace disability and death at the workplace – all of which are articulated in a language that contains no explicit exclusion of domestic workers. Meaning, a domestic worker is protected and shall enjoy all benefits.
7. **National Minimum Wage (Amendment) Act (2011):** This law provides a framework for legal action against an employer should he or she violates the provisions of the Act. However, domestic work is not explicitly mentioned, and domestic workers appear not to be covered under the act, as noted above. More so, domestic workers appear to be excluded from the national minimum wage entitlement under Section 2(a) of this act, which states that the requirement to pay the national minimum wage under section 1 of the act shall not apply to “(a)an establishment in which less than fifty workers are employed [...]” – a

situation that applies to almost all domestic workers.

Thus, this allows an exemption from paying minimum wage or any wage at all to “domestic servants” or other workers during their period of employment, but instead stipulates (only) maintenance during sickness or in old age. This appears to allow a “loophole” that could allow for tolerating wage slavery for domestic workers.

8. **National Health Insurance Scheme Act (1999):** This law provides access to the scheme to those employers with a minimum of 10 employees. This designation evidently excludes domestic workers from coverage given that most work in environments with fewer than 10 employees.
9. **Pension Reform Act (2014):** This law articulates the creation of the Contributory Pension Scheme and the terms of inclusion therein. In particular, it further stipulates that employees of organizations with less than three employees and self-employed persons will be eligible to participate in the scheme according to guidelines issued by the commission regulating its functions and application. While domestic work often takes place in an environment where less than three workers are employed, the particular nature of domestic work is not articulated, nor excluded, in this act. Nonetheless, the right for domestic workers to participate, while not explicit, appears evident.
10. **National Commission for Women Act (1992):** This law articulates the Commission’s objectives as including: “(b) (iii) mobilizing women collectively in order to improve their general lot and ability to seek and achieve leadership roles in all spheres of society [...] (f) stimulate actions to improve women’s civic, political, cultural, social and economic education, [...] and (h) encourage the sense and essence of co-operative societies and activities amongst women both in the urban and rural areas”.

The broad mandate for the National Commission and the fact that many domestic workers are women suggest that the Commission

should address collective mobilization and freedom of association for domestic workers, as there is no language that would exclude them from its mandated activities. The excerpted subsections above provide for training on bargaining and employment and are particularly relevant for women employed as domestic workers.

11. **National Institute for Labour Studies Act (1984):** This law articulates the Institute's objectives as including: "(a) to provide workers' education generally, so as to enhance the role of trade unions in the social and economic development of the country and equip trade union officials and managers with skills normally required for collective bargaining". While not explicitly referencing domestic workers, no language was found in the act that would exclude domestic workers from such training programmes.
12. **Labour Regulations (1936):** This law stipulates that the employer shall, "if the labour has been brought to the place of employment by ship or railway at the cost of the employer, provide the labourer with a return passage or fare to the place of engagement". The language used is non-restrictive, and therefore these provisions on repatriation should apply to domestic workers.

Also, this law states that "No labourer shall be required to work for more than ten hours a day, and every labourer shall be allowed to break off work for two hours during the day, and also adequate time to obtain fuel and prepare his food in the evening." The regulation only exempts application from "piece workers, labourers employed on coaling a vessel, or night watchmen". The writer of this piece observes that this protection should extend equally to domestic workers as to workers generally, since the regulations do not exempt them from application.

More so, it further states that "Wages payable under a contract of service, not being a contract to perform some specific work without reference to time or a contract under which wages are payable for piecework, shall be payable at a daily, weekly or monthly rate." It also mandates that these

wages, no matter the interval of payment, “shall, in the absence of any written agreement to the contrary, be paid not later than eight days after they become due”. And, it also regulates permissible deductions to pay for days when a “servant is absent from work and on which he is under an obligation to work”.

It is observed that the provisions of Sections 9, 10 and 11 are applicable to domestic workers given the non-restrictive terminology used; the application is made explicit in Section 11’s reference to “a servant” (noting that the term “domestic servant” is used elsewhere in legislation to evidently refer to domestic workers).

Gaps and Loopholes

1. The Violence Against Persons (Prohibition) Act VAPP Act 2015 is designed to eliminate violence in private and public life. It prohibits all forms of violence against persons and seeks to provide maximum protection and effective remedies for victims and punishment of offenders. NAPITIP is mandated to administer the provisions of the Act. The weakness in law enforcement and prosecution has led to continued physical, verbal, and sexual attacks against domestic workers, with the culture of impunity at an all-time high.
2. The Child Rights Act prohibits child trafficking, although only 20 of the country’s 36 states have enacted it. Article 35 of the Child Rights Act (CRA) focuses on the prevention of child trafficking for any purpose or in any form. The Amendment specifically provides that ‘no child (persons under the age of 18) should be used in domestic service outside his or her family.’ The importance of this provision is to strengthen the rights of the child as provided in the Child Rights Act and to ensure the full mental and physical development of children. However, the states are not bound to enact Child Right Act in their respective states since they are not constitutionally bound to do that. This is obvious in the sense that it is within the legislative competence of any state that so wishes, to enact the Child Right Act as its own law. Though the Act has received

backlash particularly in the North considering the Islamic setting of the society.

3. Organizing domestic workers into unions may grant them the rights and protection they need which is enshrined under the Constitution of the Federal Republic of Nigeria, as well as a platform for recognition by the state and visibility in wider society. Organizing domestic workers is essential to prevent exploitation of domestic workers by employers through national legislative framework that will protect the rights of both parties in line with the provisions of the International Labour Organization Convention 189 from 2011. However, all the above are not properly and adequately executed.
4. A closer inspection of existing policy which was proposed by the Nigerian Senate to be raised from NGN18,000 to NGN30,000, as the national minimum wage in Nigeria, in March 2019, ‘implicit exclusion’ of domestic workers can be found with reference to receiving the national minimum wage by all workers. Domestic workers appear to be excluded from the entitlement to receive the minimum wage under National Minimum Wage (Amendment) Act, which states that the requirement to pay the national minimum wage under section 1 of the Act shall not apply to ‘an establishment in which less than fifty workers are employed’ – a situation that applies to almost all domestic workers.

EXPERIENCES OF STAKEHOLDERS (JUDGES, LAWYERS, HISBAH AND POLICE)

In one of the interviews in Katsina State, a judge responding on whether domestic workers in their locality/community have written employment contract or agreement with employers, direct contact with employers and days off during work:

Most, if not all, of the domestic workers don't have any written employment contract or agreement with employer. Some of the domestic workers have direct contract with employers. Most, if not all, of the domestic workers don't have any days off or taking breaks during their day work (Judge, Katsina State, 2023).

Furthermore, the qualitative data shows the following responses resonating from a lawyer in Kano State:

The domestic workers in this locality/community [Tarauni LGA, Kano State] are not engaged in any other personal skill work. They (domestic workers)[have] partial access [to healthcare], when [they] fall in serious sick they are taken back to [their] parents (Lawyer, Kano State, 2023).

A Hisbah official interviewed in Kano State mentioned as follows:

Sometimes, domestic workers in this locality/community [Gwale LGA] have experienced abuses like sexual, verbal and physical harassment. . . . Mostly, they receive this harassment from the madams, sons and daughters (Hisbah Official, Kano State, 2023).

Respondents' views also resonate around payment, working conditions, legal rights and fair treatment or opportunities in life. One of the respondents, a lawyer in Katsina State stress as follows:

The payment for domestic work is not fair and is very poor, sometimes, they [domestic workers] share it with middleman/woman that is the person who brought them to the house they

are working. ... The working condition [of domestic workers] is unsatisfactorily, due to greediness by the employers. ... The domestic workers in our community/locality don't know [their] legal rights due to illiteracy. ... Most of them (the domestic workers) are not given any fair treatment or opportunity in life (Lawyer, Katsina State, 2023).

A police officer in Katsina State express as follows:

The nature of the cases of domestic abuses reported to our institution [NPF] include cases of causing hurt, criminal force and assault. ... The nature of problems usually arises from the madam, daughters or sons of the employers most of which are harrasment, insult, assault(Police Official, Katsina State, 2023).

The police officer further revealed that some of the challenges faced by the police as an institution in handling cases of domestic work abuse include:

Fear of loosing the job from the employer as a result parent withdraw the case of abuseor not fight for the right of the worker that was abused(Police Official, Katsina State, 2023).

THE ROLE OF STAKEHOLDERS IN MITIGATING ABUSES IN THE DOMESTIC WORK

This section presents the qualitative data on the role of stakeholders in mitigating abuses in the domestic work industry. The qualitative data reveals that most respondents opine that the most important stakeholders in addressing abuses faced by domestic workers in the north-west region include the following:

- Employers
- Government
- NGOs
- CBOs
- CSOs
- Law makers
- Media
- Traditional leaders
- Religious leaders
- Parents
- Community members

One of the respondents interviewed in Katsina State about identifying the most important stakeholders in addressing abuses faced by domestic workers expressed as follows:

In my opinion, all the stated stakeholders above are important in addressing abuses faced by domestic workers except in some cases employers and other fellow workers (Interviewee, Katsina State, October 2023).

The responses from the data on the major ways through which stakeholders can play the role of supporting domestic workers indicate public enlightenment, free education for children involved in domestic work and punishment for abusers. These are believed to be some of the means through which stakeholders can contribute towards supporting domestic workers. In addition, respondents believe that sensitization and support should be provided

to employers to prevent abuses from occurring including public enlightenment campaigns and encouraging girl-child education among others. In one of the interviews in Kano State, a respondent revealed as follows:

The provision of legal aid, preserving the rights of the victims, awareness campaigns, partnerships, policy [formulation], protection (sheltering) and counseling and rehabilitation are the roles I think employers, government, CSOs, parents, community members, media, traditional/religious leaders and lawmakers can play in supporting domestic workers (Interviewee, Kano State, October 2023).

Similarly, the data reveal that it is believed that organizations and individuals with power and influence can equally play some role in the society to advocate for the right of domestic workers by way of making sure justice is done to whom their rights were abused or violated. The qualitative data further shows that respondents believe that there must be proper execution of legal protections for domestic workers instead of the protection be left to the discretion of individual employers, because if legal actions are not taken, it will escalate to something.

The data shows that it is also believed that the media can play role in promoting awareness and advocating for domestic workers' rights through social media awareness on the effects of domestic work, because not everyone can read, it is much easier through the media. In an interview in Katsina State, a respondent stressed as follows:

The media can play a role in promoting awareness and advocating for domestic workers' rights through the radio, newspaper, television, paying visits to the religious/traditional leaders, government agencies and employers by ... educating them on the right of workers (Interviewee, Katsina State, October 2023).

Respondents believe that there are some cultural or social attitudes that need to be changed for domestic workers to be respected and treated fairly. By extension, the introduction of conditions of free education for all domestic

workers and free health care so that workers can feel and understand the effects of domestic work is important.

In Kano State, a respondent believed that what can be done to promote the change in the cultural and/or social attitude has to do with the following:

The northern cultural attitude on Almajiris, which they see as a normal life, but in most cases their rights are being violated [should change]. This change can also be done by enlightening the employers on the rights of the victims (domestic workers) (Interviewee, Kano State, October 2023).

Overall, the qualitative responses revolve around what roles stakeholders can play for supporting domestic workers. Key among the roles amplified include sensitization and support to employers to prevent abuses, public enlightenment campaigns and encouraging girl-child education. Other critical actions to be taken for the support of workers identified are the advocacy for the rights of workers by organizations and individuals with power and influence. Likewise, stakeholders must take up the role of proper execution of legal protections for workers instead of surrendering protection of workers at the discretion of individual employers. The media promotes awareness and advocates for the rights of workers through the social media awareness platforms. It is also imperative to have some cultural cum attitudinal change to allow for respect and some dignified treatment for domestic workers.

RELEVANT STRATEGIES TO MITIGATE DOMESTIC WORK ABUSES

This section presents the qualitative data on the relevant strategies to mitigate domestic work abuse. The qualitative data reveals that most respondents in both Kano and Katsina States opine that the relevant strategies to mitigate domestic work abuse in the north-west region include the following:

- Increase awareness campaigns about the rights of workers.
- Sensitization about the rights of workers.
- Workshops about the rights of workers.
- Education about the rights of workers.
- Education about the negative impact of abuse.
- Regular checks on working conditions.
- Regular checks on salaries for domestic workers.
- Appropriate sanctions for employers who violate the law.
- Creation of standard reporting channels of abuse.

In both Kano and Katsina States in the north-west region, respondents opine that the identified strategies should target workers, employers, the general public, parents and guardians of workers. Likewise, overwhelmingly, interviewees strongly subscribe to the view that there should be legal protection by developing comprehensive legal protections for domestic workers for the sole purpose of protecting and preserving the rights of domestic workers.

On the one hand, in Katsina State, a respondent stressed as follows:

There should be efforts in ensuring laws and penalties are put in place to deter violations to guarantee the protection and ensuring the rights of workers by the employers (Interviewee, Katsina State, October 2023).

On the other hand, a respondent in Kano State opined that:

Advocating for laws and policies that protect their [domestic workers], raising the profile of domestic workers as a vulnerable group in order to enable the stakeholders to come together and fight the menace of domestic work abuse should be part of the advocacy and alliances for championing

the cause of domestic workers [in the north-west region]
(Interviewee, Kano State, October 2023).

Similarly, the qualitative data shows that respondents believe that capacity building and support by providing training and resources for domestic workers should be part of the relevant strategies for mitigating work abuses. Other aspects the interviewees agreed to include data collection and research activities on domestic workers and their work conditions as relevant in mitigating work abuses.

One of the respondents in Kano buttressed that:

To enlighten and educate the domestic workers on their rights and the dangers involved and to know the rate and problems of domestic workers and possibly proffer solutions to the problem should be part of the relevant strategies for mitigating work abuses (Interviewee, Kano State, October 2023).

In contrast, a respondent in Katsina believe that:

Because most of the workers are not well literate and don't have that ample time to participate for the [capacity building] training, they are only after what they will eat, as such capacity building and support by providing training and resources for domestic workers should not be part of the relevant strategies for mitigating work abuses (Interviewee, Katsina State, October 2023).

It is widely believed within the sample across the two states that access to courts and agencies to make complaints, access to pro-bono legal representation for workers who can't afford legal fees would help in mitigating work abuse as relevant strategies thereby protecting and preserving the rights of domestic workers. In the same vein, the qualitative data reveal that respondents consider long term commitment and cooperation among various stakeholders for safe and more just environment for domestic workers as strategies needed in mitigating work abuse and to prevent domestic workers from the dangers associated with their work in the north-west region.

SUMMARY OF FINDINGS

This study investigates the experiences and conditions of domestic workers in the north-west region with a view to better understand the experiences and conditions of domestic workers, understanding what legal framework, protection and gaps in laws protecting domestic work exist, the role of stakeholders in mitigating abuses in the domestic work industry with a view of contributing towards developing strategies for mitigating domestic work abuses. The quantitative and qualitative data presented thematically in accordance with the research objectives revealed the experiences and conditions of domestic workers in the north-west region highlighting the legal framework, protection and gaps in laws protecting domestic workers, the role of stakeholders in mitigating abuses in the domestic work industry and the suggestions on the appropriate strategies for mitigating domestic work abuses.

The findings show that the duration of stay of domestic workers in the region, with less formal contracts for protecting the rights and interests of workers. There are no direct contracts for domestic workers, which leads to variability in working conditions, wages, and other employment-related benefits within the region. The study concludes that workers are subjected to continuous work without breaks leading to workers becoming burnout affecting work-life balance, rest, and overall well-being thereby negatively impacting on the physical and mental health of the workers. Fluctuating or unfixed work hours with variations in working conditions, with some workers having shorter work hours while others work longer hours which can impact on work-life balance and overall well-being. Workers hardly get the benefits of overtime pay, sufficient days-off and personal skill works while they are subjected to different forms of abuse while working. The study had established that maltreatment is rampant across the different categories of people that domestic workers encounter while discharging their tasks. There is payment denial for domestic workers and workers hardly utilize legal channels for remedies and collective bargaining. There is the need for advocacy and empowerment initiatives that would encourage domestic workers to attempt to create a more organized and empowered workers collective. That key among the roles amplified as part of the role stakeholders can play for supporting domestic workers in the north-west region are sensitization and support to employers to prevent abuses, public enlightenment campaigns and encouraging girl-child education. Other critical

actions to be taken for the support of workers identified are the advocacy for the rights of workers by organizations and individuals with power and influence. Likewise, the findings reveal that stakeholders must take up the role of proper execution of legal protections for workers instead of surrendering protection of workers at the discretion of individual employers. The study suggests that it is imperative to have some cultural cum attitudinal change to allow for respect and some dignified treatment for domestic workers in the north-west region; working towards tailoring strategies based on the varying needs and challenges faced by domestic workers and that formal contracts are essential for protecting the rights and interests of workers. As such, there is the need for bridging the gap in the legal and regulatory frameworks governing domestic work in the north-west region. Strengthening and enforcing the frameworks can contribute to better working conditions and fair treatment for domestic workers.

Furthermore, the findings indicate that domestic workers have experienced some form of abuse while working, this raises important questions about work safety, ethical treatment, and the need for measures to prevent and address abuses. Similarly, maltreatment is rampant across the different categories of people that domestic workers encounter while discharging their tasks. It is also evident that workers hardly utilize legal channels for remedies, empowering domestic workers with knowledge about legal avenues for addressing workplace issues. No existing platform for collective bargaining, support, and advocacy. The findings also unveil the need for the domestication of the International Labour Organisation Convention (ILO C-189) on decent work for domestic workers as a matter of urgency, though existing Nigerian legislation and policy have already largely given effect to many provisions of the Convention.

CONCLUSION

This study was conducted with a view of documenting the experiences and conditions of domestic workers in the north-west region, understanding what legal framework, protection and gaps in laws protecting domestic work exist, the role of stakeholders in mitigating abuses in the domestic work industry with a view of contributing towards developing strategies for mitigating domestic work abuses. The stud has established that the duration of stay of domestic workers in the region, with less formal contracts for protecting the rights and interests of workers. There are no direct contracts for domestic workers, which leads to variability in working conditions, wages, and other employment-related benefits within the region. The study concludes that workers are subjected to continuous work without breaks leading to workers becoming burnout affecting work-life balance, rest, and overall well-being thereby negatively impacting on the physical and mental health of the workers. Fluctuating or unfixed work hours with variations in working conditions, with some workers having shorter work hours while others work longer hours which can impact on work-life balance and overall well-being.

Workers hardly get the benefits of overtime pay, sufficient days-off and personal skill works while they are subjected to different forms of abuse while working. The study had established that maltreatment is rampant across the different categories of people that domestic workers encounter while discharging their tasks. There is payment denial for domestic workers and Workers hardly utilize legal channels for remedies and collective bargaining. There is the need for advocacy and empowerment initiatives that would encourage domestic workers to attempt to create a more organized and empowered workers collective. That key among the roles amplified as part of the role stakeholders can play for supporting domestic workers in the north-west region are sensitization and support to employers to prevent abuses, public enlightenment campaigns and encouraging girl-child education. Other critical actions to be taken for the support of workers identified are the advocacy for the rights of workers by organizations and individuals with power and influence. Likewise, stakeholders must take up the role of proper execution of legal protections for workers instead of surrendering protection of workers at the discretion of individual employers. The media promotes awareness and advocates for the rights of workers through the social media

awareness platforms. It is also imperative to have some cultural cum attitudinal change to allow for respect and some dignified treatment for domestic workers in the north-west region.

GENERAL RECOMMENDATIONS

Following the findings presented, the recommendations below are offered:

1. Understanding the duration of stay of domestic workers is crucial in designing effective strategies to mitigate domestic work abuses. Therefore, it is important to work towards tailoring strategies based on the varying needs and challenges faced.
2. Formal contracts are essential for protecting the rights and interests of workers. There is the need for bridging the gap in the legal and regulatory frameworks governing domestic work in the north-west region. Strengthening and enforcing the frameworks can contribute to better working conditions and fair treatment for domestic workers.
3. Establishing forum for having a direct contract with employers can provide domestic workers with a more secure and legally defined employment relationship. This can establish terms and conditions, better job security, protection of workers' rights and other employment-related terms.
4. Continuous work without breaks can lead to workers becoming burnout affecting work-life balance, rest, and overall well-being, which negatively impact on the physical and mental health of the workers.
5. Potential variations in working conditions, with some workers having shorter work hours while others work longer hours. Fluctuating or unfixed work hours can impact work-life balance and overall well-being. The need for regulatory frameworks to establish standard working hours and ensure fair compensation for overtime.
6. Low-income levels among domestic workers may have implications for poverty and overall well-being. Advocacy is needed on implementing fair wage practices and policies that would ensure equitable compensation for domestic work.
7. Concerns about the lack of consistent provision of overtime pay, indicating potential issues related to fair/unfair labour practices, lack of overtime pay can contribute to economic challenges for domestic workers and may be indicative of inadequate compensation for their labor.

8. The lack of sufficient days-off can have implications for the physical and mental health of domestic workers. Based on this, advocacy can focus on educating employers about the benefits of providing regular time off and emphasizing workers' rights to rest.
9. Recognizing and supporting personal skill works could present economic opportunities for domestic workers. As such, employers and policymakers may consider ways to support and recognize the personal skill works of domestic workers as a source of motivation for self-reliance subsequently.
10. Domestic workers have experienced some form of abuse while working. This raises important questions about work safety, ethical treatment, and the need for measures to prevent and address abuses. Thus, the prevalence of various abuses suggests a critical need for safeguarding measures.
11. Maltreatment is rampant across the different categories of people that domestic workers encounter while discharging their tasks. Therefore, understanding the dynamics is crucial for addressing and preventing maltreatment. Comprehensive interventions may safeguard the rights and well-being of workers.
12. Payment denial for domestic workers can have significant implications for them. As such, timely and consistent payment is crucial for meeting their basic needs and ensuring economic well-being. Employers should ensure that domestic workers are paid promptly and fairly.
13. Workers hardly utilize legal channels for remedies. Therefore, empowering domestic workers with knowledge about legal avenues for addressing workplace issues is essential.
14. Domestic workers need a platform for collective bargaining, support, and advocacy. There is the need for advocacy and empowerment initiatives that would encourage domestic workers to be an empowered workers collective.
15. The need for trade unions to actively work for inclusion and representation

General Recommendations

of domestic workers to ensure their voices are heard and their specific needs are addressed. In addition, it is important for the trade unions to collaborate with government and NGOs to amplify their advocacy efforts, share resources and push for policy changes that benefit domestic workers.

LEGAL RECOMMENDATIONS

1. Domestication of the International Labour Organisation Convention (ILO C-189) on Decent Work for Domestic Workers as a matter of urgency. Existing Nigerian legislation and policy already largely give effect to many provisions of the Convention.
2. There should be a revision of Section 40 of the Labour Act and Section 7 of the Employee's Compensation Act to ensure that contracts made with foreign domestic workers are issued before foreign domestic workers across international borders take up employment.
3. There should be a review and revision of Section 54 of the Labour Act to ensure that domestic workers may enjoy the same right to maternity leave as workers in other sectors.
4. There is no doubt that the Northern part of the country has a lot of out of school children and vulnerable unemployed youths and the former coupled with the 'almajirchi' system, it is imperative to strengthen the legal framework by punishing any family that refuses to enroll its children into basic and compulsory primary and secondary education. Doing that will strike two birds with one stone, by repealing the obnoxious 'almajirchi' system and also ensuring that each child is properly educated and is salvaged from the shackles and bondage of cruel domestic labour.
5. Any regulations made by discretionary authority of the Minister under Section 65 of the Labour Act concerning the "engagement, repatriation and supervision of domestic servants" should be identified and reviewed to ensure conformity with the provisions of international standards.
6. Review the National Health Insurance Scheme Act to ensure that domestic workers may participate in and receive benefits from the scheme.
7. Consider review and revision of Section 88(1)(d) of the Labour Act, as well as the National Minimum Wage (Amendment) Act, to ensure that domestic workers are included and paid at least the national minimum wage.
8. Ensure that domestic workers under the age of 18 and above the age of 15 are not deprived of compulsory education or vocational and/or other training opportunities.

9. It is apparent that children and young women are increasingly being trafficked, exploited, tortured and subjected to all forms of hard labour. There is an urgent need to shift focus towards full implementation of Child Rights Act and Violence Against Persons (Prohibition) Act and Child Rights Laws and Violence Against Persons (Prohibition) Laws of several states.
10. Formulate and adopt regulations to ensure that domestic workers enjoy fair terms of employment and decent working conditions, as well as living conditions that respect their privacy if they live in the household in which they work and to address the issue but also social recognition of the vital role domestic workers play in the sustainable growth and development of the economy and society.
11. Formulate and enact measures to provide domestic workers with a safe and healthy working environment and ensure the occupational safety and health of domestic workers.
12. Establishing and bringing domestic workers under one umbrella of a strong union that will speak and fight for their good cause.
13. Ensure full and substantive consultations with the most representative organizations of employers and workers – including organizations of domestic workers.
14. Adoption of appropriate sanctions for abuse of domestic workers and the formulation and enactment of measures to provide domestic workers with a safe and healthy working environment and ensure the occupational safety and health of domestic workers. Access to household premises for labour inspection may facilitate this process.
15. Formulate and/or revise and enact regulations to ensure that domestic workers are free to reach agreement with their employer on whether to reside in the household, on their right to leave the household or members of the household during periods of rest or leave, and to keep their travel and identity documents in their possession. Sections 65 (c) and (d) of the Labour Act explicitly provide authority for the Minister to do so.

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APPENDICES

Questionnaire for Domestic Workers

Introduction/Confidentiality and Consent

My name is I am a researcher with the Centre for Gender Studies (CGS), Bayero University Kano in collaboration with the Rosa Luxemburg Foundation (RSL). I am here to conduct a survey on the experiences and conditions of domestic workers in the north-west region of the country. I will ask some questions for the purpose of this survey only and all answers are completely confidential. Your name will not be written on this form and will never be used in connection with any of the information you tell me. Your honest answers will help us better understand the experiences and conditions of domestic workers. It will also enable us to understand the role of stakeholders in mitigating abuses in the domestic work industry including the strategies to mitigate domestic work abuses. The information collected from you and others will help in developing strategies for mitigating domestic work abuses. We would greatly appreciate your time for participating in this interview. You may discontinue with the interview at any stage that you may wish to and there will be no penalties for doing this. Do you want to participate in this survey?

Yes

No

SECTION A: Background Characteristics of Respondents

Date of Interview	
LGA	
Place/Town/Village/Community	
Age of Respondent	
Sex (M/F)	

Occupation	
Religion	
Tribe	
Interviewer's Name	
Supervisor's Name	

SECTION B: The Experiences and Conditions of Domestic Workers

11. For how long have you been working, or have you worked as a domestic worker?
 - a) Less than 1 year
 - b) 1 to 2 years
 - c) 2 to 3 years
 - d) Above 3 years

12. What is the nature of your job/what do you do as a domestic worker?

Nature of Work	Yes	No
Mopping		
Sweeping		
Washing clothes		
Cleaning/dusting		
Cooking		
Cleaning utensils		
Baby-sitting		
Running errands		
Care Giving		
Shop Keeping		
Hawking		

13. What other work/job do you do as a domestic worker?
.....
.....
14. Do you have a written employment contract or agreement with your employer?
a) Yes
b) No
c) Don't know
15. Do you have a direct contract with your employer?
a) Yes
b) No
16. How many days do you work per week?
a) 3 days
b) 4 days
c) 5 days
d) 6 days
e) 7 days
17. What is your average work hour per day?
a) Less than 3 hours
b) 3 to 6 hours
c) 7 to 10 hours
d) Over 10 hours
e) Not fixed/fluctuating
18. How much are you paid per month?
a) Less than N2, 000
b) N2, 000 – N4, 000
c) N4, 001 – N6, 000
d) N6, 001 – N8, 000
e) N8, 001 – N10, 000
f) Over N10, 000

19. Do you receive overtime pay?
 a) Yes
 b) No
 c) Sometimes (give reasons for this answer)

20. How many days off do you have in a week?
 a) 1 day
 b) 2 days
 c) 3 days
 d) None

21. Do you engage in any of the following personal skill work?

Skill Work	Yes	No
Literary skill		
Stitching		
Weaving		
Embroidery		
Sketching		

22. What other personal skill workdo you engage in as a domestic worker?

.....

23. Do you get non-monetary benefits in the house you work like:

Benefits	Yes	No
Clothes		
Food left over		
Accommodation		
Vacation		

Medical attention		
Festivity bonus		

24 Have you ever experienced the following abuses while working?

Abuse	Yes	No
Physical		
Verbal		
Sexual		
Emotional		

(EXPLAIN TO RESPONDENT IN EACH CASE)

25. Explain the nature of the abuse(s) you experienced as a domestic worker?

.....

.....

.....

26. From whom have you ever experienced the abuse(s) mentioned while working?

Source of Abuse	Yes	No
Head of household		
Madam(s)		
Son(s)		
Daughter(s)		
Relatives of Head of household		
Relatives of Madam(s)		

Co-workers		
Visitors/Guests		

27. Are you provided with adequate feeding arrangements?
a) Yes
b) No
c) Sometimes (give reasons for this answer)
28. Are you provided with adequate sleeping arrangements?
a) Yes
b) No
c) Sometimes (give reasons for this answer)
29. Are you provided with access to healthcare when needed?
a) Yes
b) No
c) Sometimes (give reasons for this answer)
30. What happens when you fall ill?
a) Taken to a clinic
b) Taken to a medicine store
c) Given medication at home
d) Given a time off duty
e) Sort it out myself
31. Are you allowed to take breaks during the day?
a) Yes
b) No
c) Sometimes (give reasons for this answer)
32. Are you paid a fair wage?
a) Yes
b) No
c) Don't know

33. Why do you think the wage paid to you is fair or not fair?
34. Have you ever been denied payment?
a) Yes
b) No
c) Sometimes (give reasons for this answer)
35. Had your salary or wage ever been reduced without cause?
a) Yes
b) No
c) Sometimes (give reasons for this answer)
36. Are you satisfied with your working conditions overall?
a) Yes
b) No
37. Why are you satisfied or not satisfied?
38. Since the time you started your current work/job, has your condition improved?
a) Yes
b) No
c) Sometimes
Explain your answer in each response given
39. What do you think is/are the reason(s) for the improvement or non-improvement of your condition?
40. What do you think can make your condition improve?
41. Are you aware of your legal rights as a domestic worker?
a) Yes
b) No

42. Have you ever filed a complaint or sought legal action for maltreatment or unpaid wages?
a) Yes
b) No
Give reasons for your answer(s)
43. In general, do you think domestic workers are given fair treatment in your community?
a) Yes
b) No
Give reasons for your answer(s)
44. In general, do you think domestic workers are given opportunities in your community?
a) Yes
b) No
Give reasons for your answer(s)
45. Are you part of any association/club/union of domestic workers?
a) Yes
b) No
46. What challenges do you face as a domestic worker?
.....

SECTION C: The Role of Stakeholders in Mitigating Abuses in the Domestic Work Industry

47. In your opinion, who are the most important stakeholders in addressing abuses faced by domestic workers?

Stakeholders	Yes	No
Employers		
Government		
CSOs/NGOs/CBOs		
Parents/Guardians		
Community Members		
Media		
Other fellow workers		
Traditional and religious leaders		
Law makers		
HISBAH		
Police		
NAPTIP		
Immigration Service		
Courts		

48. In what ways do you think that employers and other stakeholders can play a role in supporting domestic workers?
49. What kind of sensitization and support should be provided to employers in order to prevent abuses from occurring?
50. What roles can organizations and individuals play in society to advocate for the rights of domestic workers?
51. Should there be a proper execution of legal protections for domestic workers, or should these protections be left to the discretion of individual employers?

- a) Yes
 - b) No
 - c) Sometimes
 - d) Don't Know
- (Give reasons for your answer)

52. In what ways can the media play a role in promoting awareness and advocating for domestic workers' rights?
53. Are there any cultural or social attitudes that need a change for domestic workers to be respected and treated fairly?
- a) Yes
 - b) No
 - c) Sometimes
- (Give reasons for your answer)
54. What do you think could be done to promote this change?
-

SECTION D: Relevant Strategies to Mitigate Domestic Work Abuses

55. Which among the strategies below do you think may help mitigate domestic work abuses?

Strategies	Yes	No
Increase awareness campaigns about rights of workers		
Sensitization about rights of workers		
Workshops about rights of workers		
Education about rights of workers		
Education about negative impact of abuse		
Regular checks on working conditions		

Regular checks on salaries for domestic workers

Appropriate sanctions for employers who violate the law

Creation of standard reporting channel of abuse

56. Who do you think the identified strategies should target?

Stakeholders	Yes	No
Workers		
Employers		
General public		
Parents/guardians of workers		

57. Do you think there should be legal protection by developing comprehensive legal protections for domestic workers?

- a) Yes
- b) No
- c) Undecided

58. Which of these do you think should form part of the comprehensive legal protections for domestic workers?

Protection	Yes	No
Stipulating standards for pay		
Working conditions		
Dispute resolution		

59. Should there be efforts in ensuring laws and penalties are put in place to deter violations?

- b) Yes
- b) No

60. Do you agree that the following should be part of the advocacy and alliances for championing the cause of domestic workers?

Strategies	Yes	No
Raising the profile of domestic workers as a vulnerable group		
Advocating for laws and policies that protect their rights		

61. Do you believe that capacity building and support by providing training and resources for domestic workers should be part of the relevant strategies for mitigating work abuses?
- q) Yes
 - b) No
 - c) Sometimes
62. Do you think data collection and research activities on domestic workers and their work conditions relevant in mitigating work abuses?
- a) Yes
 - b) No
 - c) Undecided
63. Do you think access to justice by domestic workers in the form of access to courts to make complaints would help in mitigating work abuse?
- a) Yes
 - b) No
64. Do you think access to justice by domestic workers in the form of access to agencies to make complaints would help in mitigating work abuse?
- a) Yes
 - b) No

65. Do you think access to justice by domestic workers in the form of access to legal assistance would help in mitigating work abuse?
- a) Yes
 - b) No
66. Do you think access to justice by domestic workers in the form of access to support services would help in mitigating work abuse?
- a) Yes
 - b) No
67. Do you think access to justice by domestic workers in form of access to clinics or pro-bono legal representation for workers who can't afford legal fees is relevant in mitigating work abuse?
- a) Yes
 - b) No
68. Long term commitment and cooperation among various stakeholders for safe and more just environment for domestic workers are strategies needed in mitigating work abuse:
- a) Yes
 - b) No
 - c) Don't know

THANK YOU

**KII SCHEDULE FOR STAKEHOLDERS (Judges, Lawyers,
Academia, Ministry of Women Affairs)**

Introduction/Confidentiality and Consent

My name is I am a researcher with the Centre for Gender Studies (CGS), Bayero University Kano in collaboration with the Rosa Luxemburg Foundation (RSL). I am here to conduct a survey on the experiences and conditions of domestic workers in the north-west region of the country. I will ask some questions for the purpose of this survey only and all answers are completely confidential. Your name will not be written on this form and will never be used in connection with any of the information you tell me. Your honest answers will help us better understand the experiences and conditions of domestic workers. It will also enable us to understand the role of stakeholders in mitigating abuses in the domestic work industry including the strategies to mitigate domestic work abuses. The information collected from you and others will help in developing strategies for mitigating domestic work abuses. We would greatly appreciate your time for participating in this interview. You may discontinue with the interview at any stage that you may wish to and there will be no penalties for doing this. Do you want to participate in this survey?

Yes

No

SECTION A: Background Characteristics of Respondents

Date of Interview	
LGA	
Place/Town/Village/Community	
Age of Respondent	
Sex (M/F)	

Occupation	
Religion	
Tribe	
Interviewer's Name	
Supervisor's Name	

SECTION B: The Experiences and Conditions of Domestic Workers

1. What is the nature of the tasks of domestic workers in your locality/ community?
Prompt for:
Mopping, sweeping, washing clothes, cleaning/dusting, cooking, cleaning utensils, Baby-sitting, running errands, care giving, shop keeping, Others.
2. Do you think domestic workers in your locality/community have:
Written employment contract with employer(s)
Direct contract with employer(s)
Days off, Taking breaks
Non-monetary benefits (e.g. clothing, food left over, festivities)
Overtime pay, Others
3. Do you think domestic workers in your locality/community have experienced abuses?
Prompt for the following abuses:
Physical
Verbal
Sexual
Emotional
4. From where do they receive such abuses while working?
Prompt for:
Head of household
Madam

Sons

Daughters

Relatives of Head of household

Relatives of Madam

Co-workers

Visitors/Guests

5. Do domestic workers in your locality/community engage in any other personal skill work? Prompt for: Learning, stitching, weaving, embroidery, sketching, others.
6. Do you think domestic workers in your locality/community have access to healthcare?
Why and why not?
7. What do you think happen when they fall ill?
8. Do you think the wages paid domestic workers in your locality/community are fair?
Why and why not?
9. Do you think the working conditions of domestic workers in your locality/community are conducive? Why and why not?
10. Do you think domestic workers in your locality/community are aware of their legal rights? Why and why not?
11. Do you think domestic workers in your locality/community are given:
Fair treatment
Opportunities

SECTION C: The Role of Stakeholders in Mitigating Abuses in the Domestic Work Industry

12. In your opinion, who are the most important stakeholders in addressing abuses faced by domestic workers?
Prompt for:
Employers, Government, NGOs, CBOs, CSOs
Parents/Guardians
Community Members, Traditional and religious leaders
Law makers
Media
Other workers

13. In what ways do you think that employers, government, CSOs, parents, community members, media, traditional/religious leaders and lawmakers can play a role in supporting domestic workers?

14. What kind of sensitization and support should be provided to employers in order to prevent abuses from occurring?

15. What roles can organizations and individuals with power and influence play in society to advocate for the rights of domestic workers?
.....

16. Should there be a proper execution of legal protections for domestic workers, or should these protections be left to the discretion of individual employers?
Why and why not?

17. In what ways can the media play a role in promoting awareness and advocating for domestic workers' rights?
Why and why not?

18. Are there any cultural or social attitudes that need a change for domestic workers to be respected and treated fairly?
Why and why not?

19. What do you think can be done to promote this change?

SECTION D: Relevant Strategies to Mitigate Domestic Work Abuses

20. What strategies do you think may help mitigate domestic work abuses?

Prompt for:

Increase awareness campaigns about rights of workers

Sensitization about rights of workers

Workshops about rights of workers

Education about rights of workers

Education about negative impact of abuse

Regular checks on working conditions

Regular checks on salaries for domestic workers

Appropriate sanctions for employers who violate the law

Creation of standard reporting channel of abuse

21. Who do you think the identified strategies should target?

Prompt for:

Workers

Employers

General public

Parents/guardians of workers

22. Do you think there should be legal protection by developing comprehensive legal protections for domestic workers?

Why and why not?

23. Should there be efforts in ensuring laws and penalties are put in place to deter violations?

Why and why not?

24. Do you think that the following should be part of the advocacy and alliances for championing the cause of domestic workers?

Raising the profile of domestic workers as a vulnerable group

Advocating for laws and policies that protect their rights

Why and why not?

25. Do you believe that capacity building and support by providing training and resources for domestic workers should be part of the relevant strategies for mitigating work abuses?

Why and why not?

26. Do you think data collection and research activities on domestic workers and their work conditions are relevant in mitigating work abuses?

Why and why not?

27. Do you think domestic workers are having access to justice as a relevant strategy in mitigating work abuse?

Prompt for:

Access to courts and agencies to make complaints would help in mitigating work abuse

Access to pro-bono legal representation for workers who can't afford legal fees

28. Do you think long term commitment and cooperation among various stakeholders for safe and more just environment for domestic workers are strategies needed in mitigating work abuse:

Why and why not?

KII SCHEDULE FOR OFFICIALS (NPE, NAPTIP, HISBAH)

Introduction/Confidentiality and Consent

My name is I am a researcher with the Centre for Gender Studies (CGS), Bayero University Kano in collaboration with the Rosa Luxemburg Foundation (RSL). I am here to conduct a survey on the experiences and conditions of domestic workers in the north-west region of the country. I will ask some questions for the purpose of this survey only and all answers are completely confidential. Your name will not be written on this form and will never be used in connection with any of the information you tell me. Your honest answers will help us better understand the experiences and conditions of domestic workers. It will also enable us to understand the role of stakeholders in mitigating abuses in the domestic work industry including the strategies to mitigate domestic work abuses. The information collected from you and others will help in developing strategies for mitigating domestic work abuses. We would greatly appreciate your time for participating in this interview. You may discontinue with the interview at any stage that you may wish to and there will be no penalties for doing this. Do you want to participate in this survey?

Yes

No

SECTION A: Background Characteristics of Respondents

Date of Interview	
LGA	
Place/Town/Village/Community	
Age of Respondent	
Sex (M/F)	
Occupation	
Religion	

Tribe	
Interviewer's Name	
Supervisor's Name	

SECTION B: The Experiences and Conditions of Domestic Workers

1. What is the nature of the tasks of domestic workers in your locality/ community?
Prompt for:
Mopping, sweeping, washing clothes, cleaning/dusting, cooking, cleaning utensils, hawking, baby-sitting, running errands, care giving, shop keeping, Others.
2. Do you think domestic workers in your locality/community have:
Written employment contract or agreement with employer(s)
Direct contract with employer(s)
Days off, Taking breaks
Non-monetary benefits (e.g. clothing, food left over, healthcare, accommodation, education, festivities), overtime pay, Others
3. Do you think domestic workers in your locality/community have experienced abuses?
Prompt for the following types of abuses:
Physical
Verbal
Sexual
Emotional
Etc.
4. From where do they receive such abuses while working?
Prompt for:
Head of household
Madam
Sons

- Daughters
- Relatives of Head of household
- Relatives of Madam
- Co-workers
- Visitors/Guests

5. Do domestic workers in your locality/community engage in any other personal skill work? Prompt for: Learning, stitching, weaving, embroidery, sketching, others.
6. Do you think domestic workers in your locality/community have access to healthcare?
Why and why not?
Probe for: what happen when they fall ill.
7. Do you think the wages paid domestic workers in your locality/community are fair?
Why and why not?
8. Do you think the working conditions of domestic workers in your locality/community are satisfactory? Why and why not?
9. Do you think domestic workers in your locality/community are aware of their legal rights? Why and why not?
10. Do you think domestic workers in your locality/community are given:
Fair treatment
Opportunities in life
11. What is the nature of the cases of domestic abuses reported to your institution?

.....
.....
.....

12. What is the nature of the problems of domestic abuses reported to your institution?

.....
.....
.....

13. What challenges does your institution face in handling cases of domestic work abuse?

.....
.....
.....

SECTION C: The Role of Stakeholders in Mitigating Abuses in the Domestic Work Industry

14. In your opinion, who are the most important stakeholders in addressing abuses faced by domestic workers?

Prompt for:

Employers, Government, NGOs, CBOs, CSOs

Parents/Guardians

Community Members, Traditional and religious leaders

Law makers

Media

Other fellow workers

15. In what ways do you think that employers, government, CSOs, parents, community members, media, traditional/religious leaders and lawmakers can play a role in supporting domestic workers?

.....
.....

16. What kind of sensitization and support should be provided to employers in order to prevent abuses from occurring?

.....
.....

17. What roles can organizations and individuals with power and influence play in society to advocate for the rights of domestic workers?

.....
.....

18. Should there be a proper execution of legal protections for domestic workers, or should these protections be left to the discretion of individual employers?

Why and why not?

19. In what ways can the media play a role in promoting awareness and advocating for domestic workers' rights?

Why and why not?

20. Are there any cultural or social attitudes that need a change for domestic workers to be respected and treated fairly?

Why and why not?

21. What do you think can be done to promote this change?

SECTION D: Relevant Strategies to Mitigate Domestic Work Abuses

22. What strategies do you think may help mitigate domestic work abuses?

Prompt for:

Increase awareness campaigns about rights of workers

Sensitization about rights of workers

Workshops about rights of workers

Education about rights of workers

Education about negative impact of abuse

Regular checks on working conditions

Regular checks on salaries for domestic workers

Appropriate sanctions for employers who violate the law
Creation of standard reporting channel of abuse

23. Who do you think the identified strategies should target?
Prompt for:
Workers
Employers
General public
Parents/guardians of workers
24. Do you think there should be legal protection by developing comprehensive legal protections for domestic workers?
Why and why not?
25. Should there be efforts in ensuring laws and penalties are put in place to deter violations?
Why and why not?
26. Do you think that the following should be part of the advocacy and alliances for championing the cause of domestic workers?

Raising the profile of domestic workers as a vulnerable group
Advocating for laws and policies that protect their rights
Why and why not?
27. Do you believe that capacity building and support by providing training and resources for domestic workers should be part of the relevant strategies for mitigating work abuses?
Why and why not?
28. Do you think data collection and research activities on domestic workers and their work conditions relevant in mitigating work abuses?
Why and why not?

29. Do you think domestic workers have access to justice as a relevant strategy in mitigating work abuse?

Prompt for:

Access to courts and agencies to make complaints would help in mitigating work abuse

Access to pro-bono legal representation for workers who can't afford legal fees

30. Do you think access to justice by domestic workers in form of access to legal assistance and support services would help in mitigating work abuse?

Why and why not?

31. Do you think long term commitment and cooperation among various stakeholders for safe and more just environment for domestic workers are strategies needed in mitigating work abuse:

Why and why not?

THANK YOU

KII SCHEDULE FOR STAKEHOLDERS (NGOs, CSOs, CBOs, Women Groups/Associations Working in the Area of Domestic Work)

Introduction/Confidentiality and Consent

My name is I am a researcher with the Centre for Gender Studies (CGS), Bayero University Kano in collaboration with the Rosa Luxemburg Foundation (RSL). I am here to conduct a survey on the experiences and conditions of domestic workers in the north-west region of the country. I will ask some questions for the purpose of this survey only and all answers are completely confidential. Your name will not be written on this form and will never be used in connection with any of the information you tell me. Your honest answers will help us better understand the experiences and conditions of domestic workers. It will also enable us to understand the role of stakeholders in mitigating abuses in the domestic work industry including the strategies to mitigate domestic work abuses. The information collected from you and others will help in developing strategies for mitigating domestic work abuses. We would greatly appreciate your time for participating in this interview. You may discontinue with the interview at any stage that you may wish to and there will be no penalties for doing this. Do you want to participate in this survey?

Yes

No

SECTION A: Background Characteristics of Respondents

Date of Interview	
LGA	
Place/Town/Village/Community	
Age of Respondent	
Sex (M/F)	

Occupation	
Religion	
Tribe	
Interviewer's Name	
Supervisor's Name	

SECTION B: The Experiences and Conditions of Domestic Workers

1. What is the nature of the tasks of domestic workers in your locality/ community?
Prompt for:
Mopping, sweeping, washing clothes, cleaning/dusting, cooking, cleaning utensils, hawking, baby-sitting, running errands, care giving, shop keeping, Others.
2. Do you think domestic workers in your locality/community have written employment contract or agreement with employer(s).
Probe for:
Direct contract with employer(s)
Days off, Taking breaks
Non-monetary benefits (e.g. clothing, food left over, festivities, healthcare, accommodation, education, etc.), overtime pay, others
3. Do you think domestic workers in your locality/community have experienced abuses?
Prompt for the following types of abuses:
Physical
Verbal
Sexual
Emotional
Etc.
4. From where do they receive such abuses while working?
Prompt for:

Head of household
Madam
Sons
Daughters
Relatives of Head of household
Relatives of Madam
Co-workers
Visitors/Guests

5. Do domestic workers in your locality/community engage in any other personal skill work? Prompt for: Learning, stitching, weaving, embroidery, sketching, others.
6. Do you think domestic workers in your locality/community have access to healthcare?
Why and why not? Probe for: What happen when they fall ill.
7. Do you think the wages paid domestic workers in your locality/community are fair?
Why and why not?
8. Do you think the working conditions of domestic workers in your locality/community are satisfactory? Why and why not?
9. Do you think domestic workers in your locality/community are aware of their legal rights? Why and why not?
10. Do you think domestic workers in your locality/community are given:
Fair treatment
Opportunities in life

SECTION C: The Role of Stakeholders in Mitigating Abuses in the Domestic Work Industry

11. In your opinion, who are the most important stakeholders in addressing abuses faced by domestic workers?
Prompt for:
Employers, Government, NGOs, CBOs, CSOs
Parents/Guardians
Community Members, Traditional and religious leaders
Law makers
Media
Other fellow workers

12. In what ways do you think that employers and other stakeholders play a role in supporting domestic workers?

13. What kind of sensitization and support should be provided to employers in order to prevent abuses from occurring?

14. What roles can organizations and individuals play in society to advocate for the rights of domestic workers?

15. Should there be a proper execution of legal protections for domestic workers?
- Why and why not?

16. Should legal protections for domestic workers be left to the discretion of individual employers?.....
- Why and why not?

17. In what ways could the media play a role in promoting awareness and advocating for domestic workers' rights?
- Why and why not?

18. Are there any cultural beliefs/practices attached to domestic work

practice in your locality/community? Probe for the practices.

19. Does the practices need to be changed to ensure fair treatment for domestic workers?
20. Are there any beliefs/practices that need to be changed for domestic workers to be respected and treated fairly?
Why and why not?
Probe for measures to take to provide the change.
21. What do you think can be done to promote this change?

SECTION D: Relevant Strategies to Mitigate Domestic Work Abuses

22. What strategies do you think may help mitigate domestic work abuses?
Prompt for:
Increase awareness campaigns about rights of workers
Sensitization about rights of workers
Workshops about rights of workers
Education about rights of workers
Education about negative impact of abuse
Regular checks on working conditions
Regular checks on salaries for domestic workers
Appropriate sanctions for employers who violate the law
Creation of standard reporting channel of abuse
23. Who do you think the identified strategies should target?
Prompt for:
Workers
Employers
General public
Parents/guardians of workers
HISBAH
Police
Immigration
NAPTIP

24. Do you think there should be a law for comprehensive legal protections for domestic workers?
Why and why not?
25. Should there be efforts in ensuring laws and penalties are put in place to deter violations?
Why and why not?
26. Do you think that the following should be part of the advocacy and alliances for championing the cause of domestic workers?
Raising the profile of domestic workers as a vulnerable group
Advocating for laws and policies that protect their rights
Why and why not?
27. Do you believe that capacity building and support by providing training and resources for domestic workers should be part of the relevant strategies for mitigating work abuses?
Why and why not?
28. Do you think data collection and research activities on domestic workers and their work conditions relevant in mitigating work abuses?
Why and why not?
29. Do you think there should be laws guiding the domestic work domain?
Why and why not?
30. Do you think domestic workers have access to justice as a relevant strategy in mitigating work abuse?
Prompt for:
Access to courts and agencies to make complaints would help in mitigating work abuse
Access to pro-bono legal representation for workers who can't afford legal fees

31. Do you think access to justice by domestic workers in form of access to legal assistance and support services would help in mitigating work abuse?
Why and why not?

32. Do you think long term commitment and cooperation among various stakeholders for safe and more just environment for domestic workers are strategies needed in mitigating work abuse:
Why and why not?

THANK YOU

KII SCHEDULE FOR STAKEHOLDERS (NGOs, CSOs, CBOs, Women Groups/Associations Working in the Area of Domestic Work)

Introduction/Confidentiality and Consent

My name is I am a researcher with the Centre for Gender Studies (CGS), Bayero University Kano in collaboration with the Rosa Luxemburg Foundation (RSL). I am here to conduct a survey on the experiences and conditions of domestic workers in the north-west region of the country. I will ask some questions for the purpose of this survey only and all answers are completely confidential. Your name will not be written on this form and will never be used in connection with any of the information you tell me. Your honest answers will help us better understand the experiences and conditions of domestic workers. It will also enable us to understand the role of stakeholders in mitigating abuses in the domestic work industry including the strategies to mitigate domestic work abuses. The information collected from you and others will help in developing strategies for mitigating domestic work abuses. We would greatly appreciate your time for participating in this interview. You may discontinue with the interview at any stage that you may wish to and there will be no penalties for doing this. Do you want to participate in this survey?

Yes

No

SECTION A: Background Characteristics of Respondents

Date of Interview	
LGA	
Place/Town/Village/Community	
Age of Respondent	
Sex (M/F)	

Occupation	
Religion	
Tribe	
Interviewer's Name	
Supervisor's Name	

SECTION B: The Experiences and Conditions of Domestic Workers

1. What is the nature of the tasks of domestic workers in your locality/ community?
Prompt for:
Mopping, sweeping, washing clothes, cleaning/dusting, cooking, cleaning utensils, hawking, baby-sitting, running errands, care giving, shop keeping, Others.
2. Do you think domestic workers in your locality/community have written employment contract or agreement with employer(s).
Probe for:
Direct contract with employer(s)
Days off, Taking breaks
Non-monetary benefits (e.g. clothing, food left over, festivities, healthcare, accommodation, education, etc.), overtime pay, others
3. Do you think domestic workers in your locality/community have experienced abuses?
Prompt for the following types of abuses:
Physical
Verbal
Sexual
Emotional
Etc.

4. From where do they receive such abuses while working?
Prompt for:
Head of household
Madam
Sons
Daughters
Relatives of Head of household
Relatives of Madam
Co-workers
Visitors/Guests
5. Do domestic workers in your locality/community engage in any other personal skill work? Prompt for: Learning, stitching, weaving, embroidery, sketching, others.
6. Do you think domestic workers in your locality/community have access to healthcare?
Why and why not? Probe for: What happen when they fall ill.
7. Do you think the wages paid domestic workers in your locality/community are fair?
Why and why not?
8. Do you think the working conditions of domestic workers in your locality/community are satisfactory? Why and why not?
9. Do you think domestic workers in your locality/community are aware of their legal rights? Why and why not?
10. Do you think domestic workers in your locality/community are given:
Fair treatment
Opportunities in life

SECTION C: The Role of Stakeholders in Mitigating Abuses in the Domestic Work Industry

11. In your opinion, who are the most important stakeholders in addressing abuses faced by domestic workers?
Prompt for:
Employers, Government, NGOs, CBOs, CSOs
Parents/Guardians
Community Members, Traditional and religious leaders
Law makers
Media
Other fellow workers

12. In what ways do you think that employers and other stakeholders play a role in supporting domestic workers?

13. What kind of sensitization and support should be provided to employers in order to prevent abuses from occurring?

14. What roles can organizations and individuals play in society to advocate for the rights of domestic workers?

15. Should there be a proper execution of legal protections for domestic workers?
Why and why not?

16. Should legal protections for domestic workers be left to the discretion of individual employers?
Why and why not?

17. In what ways could the media play a role in promoting awareness and advocating for domestic workers' rights?
Why and why not?

18. Are there any cultural beliefs/practices attached to domestic work practice in your locality/community? Probe for the practices.
19. Does the practices need to be changed to ensure fair treatment for domestic workers?
.....
20. Are there any beliefs/practices that need to be changed for domestic workers to be respected and treated fairly?
Why and why not?
Probe for measures to take to provide the change.
21. What do you think can be done to promote this change?.....

SECTION D: Relevant Strategies to Mitigate Domestic Work Abuses

22. What strategies do you think may help mitigate domestic work abuses?
Prompt for:
Increase awareness campaigns about rights of workers
Sensitization about rights of workers
Workshops about rights of workers
Education about rights of workers
Education about negative impact of abuse
Regular checks on working conditions
Regular checks on salaries for domestic workers
Appropriate sanctions for employers who violate the law
Creation of standard reporting channel of abuse
23. Who do you think the identified strategies should target?
Prompt for:
Workers
Employers
General public
Parents/guardians of workers
HISBAH

Police
Immigration
NAPTIP

24. Do you think there should be a law for comprehensive legal protections for domestic workers?
Why and why not?
25. Should there be efforts in ensuring laws and penalties are put in place to deter violations?
Why and why not?
26. Do you think that the following should be part of the advocacy and alliances for championing the cause of domestic workers?
Raising the profile of domestic workers as a vulnerable group
Advocating for laws and policies that protect their rights
Why and why not?
27. Do you believe that capacity building and support by providing training and resources for domestic workers should be part of the relevant strategies for mitigating work abuses?
Why and why not?
28. Do you think data collection and research activities on domestic workers and their work conditions relevant in mitigating work abuses?
Why and why not?
29. Do you think there should be laws guiding the domestic work domain?
Why and why not?
30. Do you think domestic workers have access to justice as a relevant strategy in mitigating work abuse?
Prompt for:
Access to courts and agencies to make complaints would help in mitigating work abuse

Access to pro-bono legal representation for workers who can't afford legal fees

31. Do you think access to justice by domestic workers in form of access to legal assistance and support services would help in mitigating work abuse?

Why and why not?

32. Do you think long term commitment and cooperation among various stakeholders for safe and more just environment for domestic workers are strategies needed in mitigating work abuse:

Why and why not?

THANK YOU

KII SCHEDULE FOR VICTIMS OF DOMESTIC WORK ABUSE

Introduction/Confidentiality and Consent

My name is I am a researcher with the Centre for Gender Studies (CGS), Bayero University Kano in collaboration with the Rosa Luxemburg Foundation (RSL). I am here to conduct a survey on the experiences and conditions of domestic workers in the north-west region of the country. I will ask some questions for the purpose of this survey only and all answers are completely confidential. Your name will not be written on this form and will never be used in connection with any of the information you tell me. Your honest answers will help us better understand the experiences and conditions of domestic workers. It will also enable us to understand the role of stakeholders in mitigating abuses in the domestic work industry including the strategies to mitigate domestic work abuses. The information collected from you and others will help in developing strategies for mitigating domestic work abuses. We would greatly appreciate your time for participating in this interview. You may discontinue with the interview at any stage that you may wish to and there will be no penalties for doing this. Do you want to participate in this survey?

Yes

No

SECTION A: Background Characteristics of Respondents

Date of Interview	
LGA	
Place/Town/Village/Community	
Age of Respondent	
Sex (M/F)	

Occupation	
Religion	
Tribe	
Interviewer's Name	
Supervisor's Name	

SECTION B: The Experiences and Conditions of Domestic Workers

1. For how long have you been working serving or had served as a domestic worker?
2. What is the nature of the tasks assigned to you aa a domestic worker?
Prompt for:
Mopping, sweeping, washing clothes, cleaning/dusting, cooking, cleaning utensils, Baby-sitting, running errands, care giving, shop keeping, Others.
3. What is the nature of the tasks assigned to other domestic workers in your locality/community?
Prompt for:
Mopping, sweeping, washing clothes, cleaning/dusting, cooking, cleaning utensils, hawking, baby-sitting, running errands, care giving, shop keeping, Others.
4. Have you enjoyed the following as a domestic worker:
Written employment contract or agreement with employer(s)
Direct contract with employer(s)
Days off, Taking breaks
Non-monetary benefits (e.g. clothing, food left over, festivities), hawking, overtime pay, others
5. Do you think other domestic workers in your locality/community have enjoyed these:
Written employment contract with employer(s)

Direct contract with employer(s)

Days off, Taking breaks

Non-monetary benefits (e.g. clothing, food left over, festivities), hawking, overtime pay, others

6. As a domestic worker, have you experienced any abuse(s)?
Prompt for the following types of abuses:
Physical
Verbal
Sexual
Emotional
Etc.
7. Do you think other domestic workers in your locality/community have experienced any abuses?
Prompt for the following types of abuses:
Physical
Verbal
Sexual
Emotional
Etc.
8. From where did you receive such abuses while working?
Prompt for:
Head of household
Madam(s)
Sons
Daughters
Relatives of Head of household
Relatives of Madam(s)
Co-workers
Visitors/Guests
9. From where do you think other domestic workers in your locality/community receive such abuses while working?

Prompt for: Head of household or Madam; Sons or Daughters; Relatives of Head of household or Relatives of Madam; Co-workers; Visitors/ Guests

10. Do you engage in any other personal skill work? Prompt for: Learning, stitching, weaving, embroidery, sketching, others.
11. Do you have access to healthcare as a domestic worker?
Why and why not?
Probe for who provided the healthcare.
12. Do you think other domestic workers in your locality/community have access to healthcare?
Why and why not?
13. What do you do when you fall ill as a domestic worker?
14. What do you think happen when other domestic workers in your locality/community fall ill?
15. Do you think the wages paid to you or other domestic workers in your locality/community are fair?
Why and why not?
16. Do you think your working conditions or that of other domestic workers in your locality/community are conducive? Why and why not?
17. Are you aware of your legal rights as a domestic worker? Why and why not?
18. Do you think other domestic workers in your locality/community are aware of their legal rights? Why and why not?
19. Do you think you are given the following as a domestic worker?
Fair treatment
Opportunities in life

20. Do you think other domestic workers in your locality/community are given these:
Fair treatment
Opportunities in life

SECTION C: The Role of Stakeholders in Mitigating Abuses in the Domestic Work Industry

21. In your opinion, who are the most important stakeholders in addressing abuses faced by domestic workers?
Prompt for:
Employers, Government, NGOs, CBOs, CSOs
Parents/Guardians
Community Members, Traditional and religious leaders
Law makers
Media
Other workers
22. In what ways do you think that employers can play a role in supporting domestic workers?
23. What kind of sensitization and support should be provided to employers in order to prevent abuses from occurring?
24. What roles can organizations and individuals play in society to advocate for the rights of domestic workers?
25. Should there be a law for the protection of domestic workers?
.....
Why and why not?
26. Should the protections for domestic workers be left to the discretion of individual employers?
- Why and why not?
27. In what ways can the media play a role in promoting awareness and

advocating for domestic workers' rights?
Why and why not?

28. Are there any cultural beliefs and practices that need to be changed for domestic workers to be respected and treated fairly?
Why and why not?
Probe for measures to take to provide the change.
29. What do you think can be done to promote this change?

SECTION D: Relevant Strategies to Mitigate Domestic Work Abuses

30. What strategies do you think may help mitigate domestic work abuses?
Prompt for:
Increase awareness campaigns about rights of workers
Sensitization about rights of workers
Workshops about rights of workers
Education about rights of workers
Education about negative impact of abuse
Regular checks on working conditions
Regular checks on salaries for domestic workers
Appropriate sanctions for employers who violate the law
Creation of standard reporting channel of abuse
31. Who do you think the identified strategies should target?
Prompt for:
Workers
Employers
General public
Parents/guardians of workers
32. Do you think there should be legal protection by developing comprehensive legal protections for domestic workers?
Why and why not?
33. Should there be efforts in ensuring laws and penalties are put in place

to deter violations?
Why and why not?

34. Do you think that the following should be part of the advocacy and alliances for championing the cause of domestic workers?
Raising the profile of domestic workers as a vulnerable group
Advocating for laws and policies that protect their rights
Why and why not?
35. Do you believe that capacity building and support by providing training and resources for domestic workers should be part of the relevant strategies for mitigating work abuses?
Why and why not?
36. Do you think data collection and research activities on domestic workers and their work conditions relevant in mitigating work abuses?
Why and why not?
37. Do you think domestic workers have access to justice as a relevant strategy in mitigating work abuse?
Prompt for:
Access to courts and agencies to make complaints would help in mitigating work abuse
Access to pro-bono legal representation for workers who can't afford legal fees
38. Do you think access to justice by domestic workers in form of access to legal assistance and support services would help in mitigating work abuse?
Why and why not?
39. Do you think long term commitment and cooperation among various stakeholders for safe and more just environment for domestic workers are strategies needed in mitigating work abuse:
Why and why not?

THANK YOU